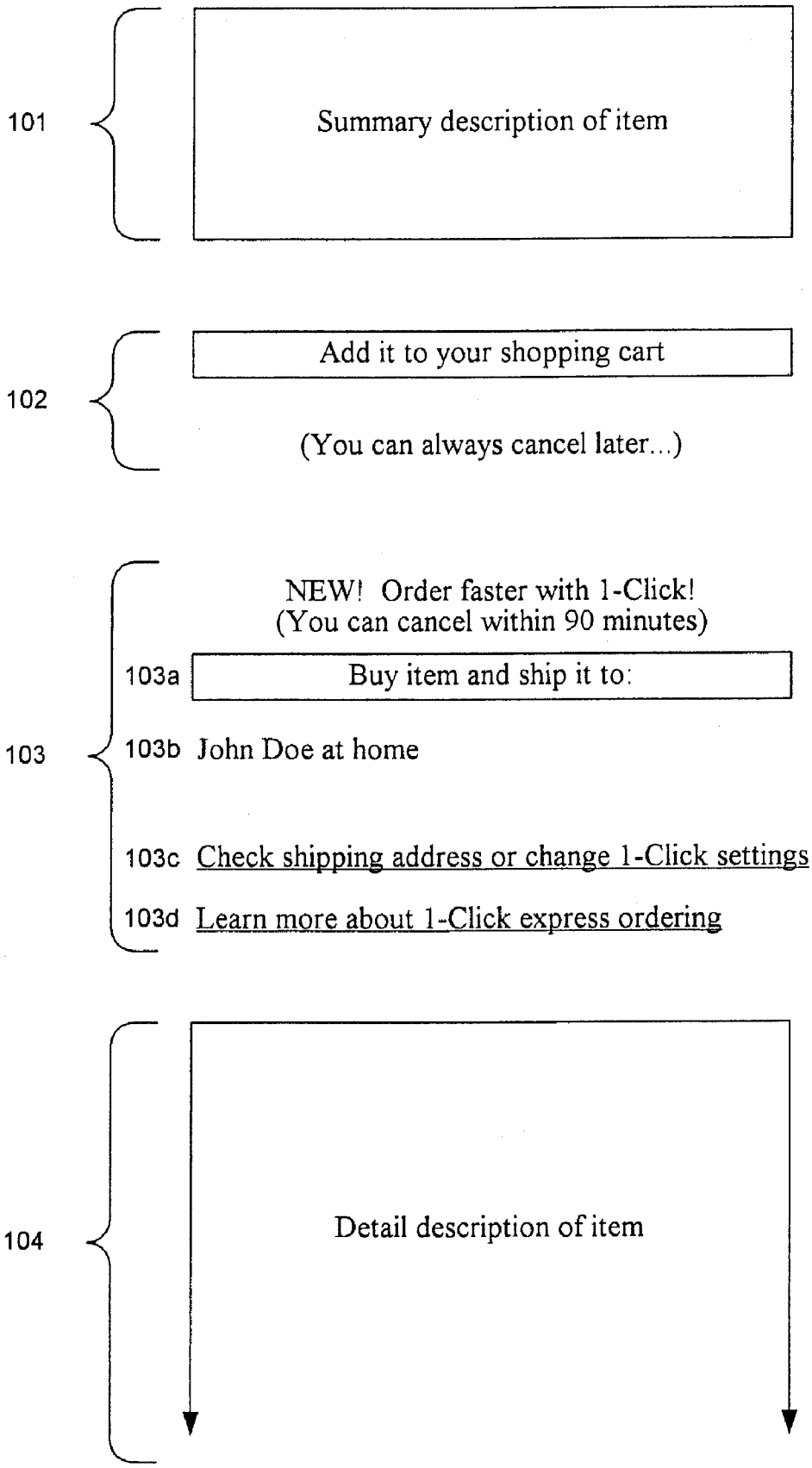

101
Summary description of item
102
Add it to your shopping cart
(You can always cancel later...)
103
NEW! Order faster with 1-Click!
(You can cancel within 90 minutes)
103a
Buy item and ship it to:
103b John Doe at home
103c Check shipping address or change 1-Click settings
103d Learn more about 1-Click express ordering
104
Detail description of item

Fig. 1A

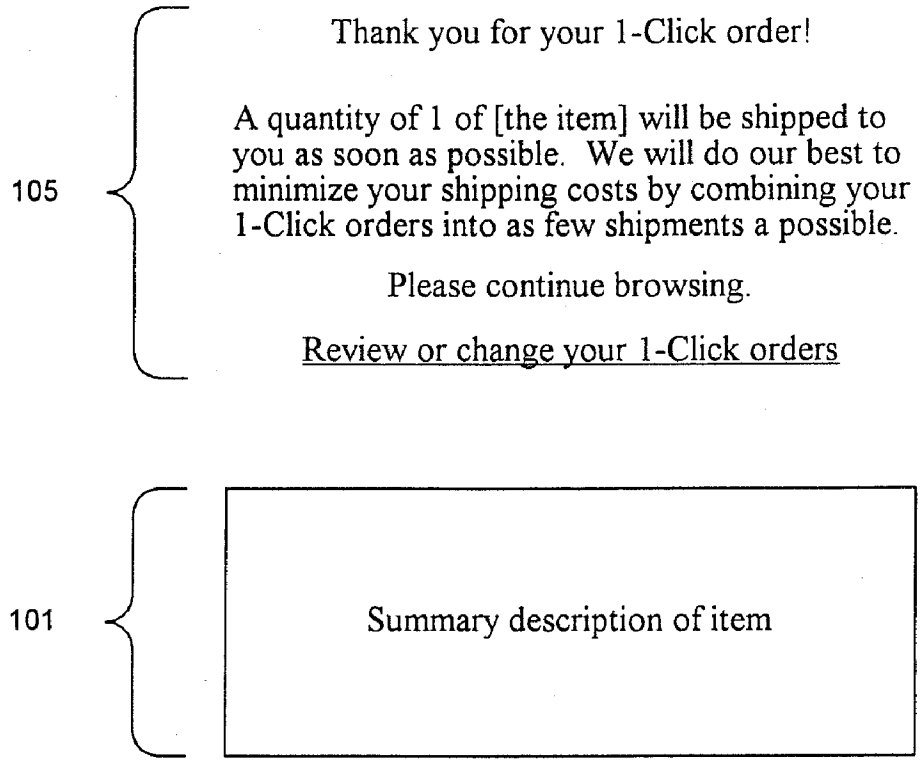

Thank you for your 1-Click order!
A quantity of 1 of [the item] will be shipped to you as soon as possible. We will do our best to minimize your shipping costs by combining your 1-Click orders into as few shipments a possible.
Please continue browsing.
Review or change your 1-Click orders
105
Summary description of item
101

Fig. 1B

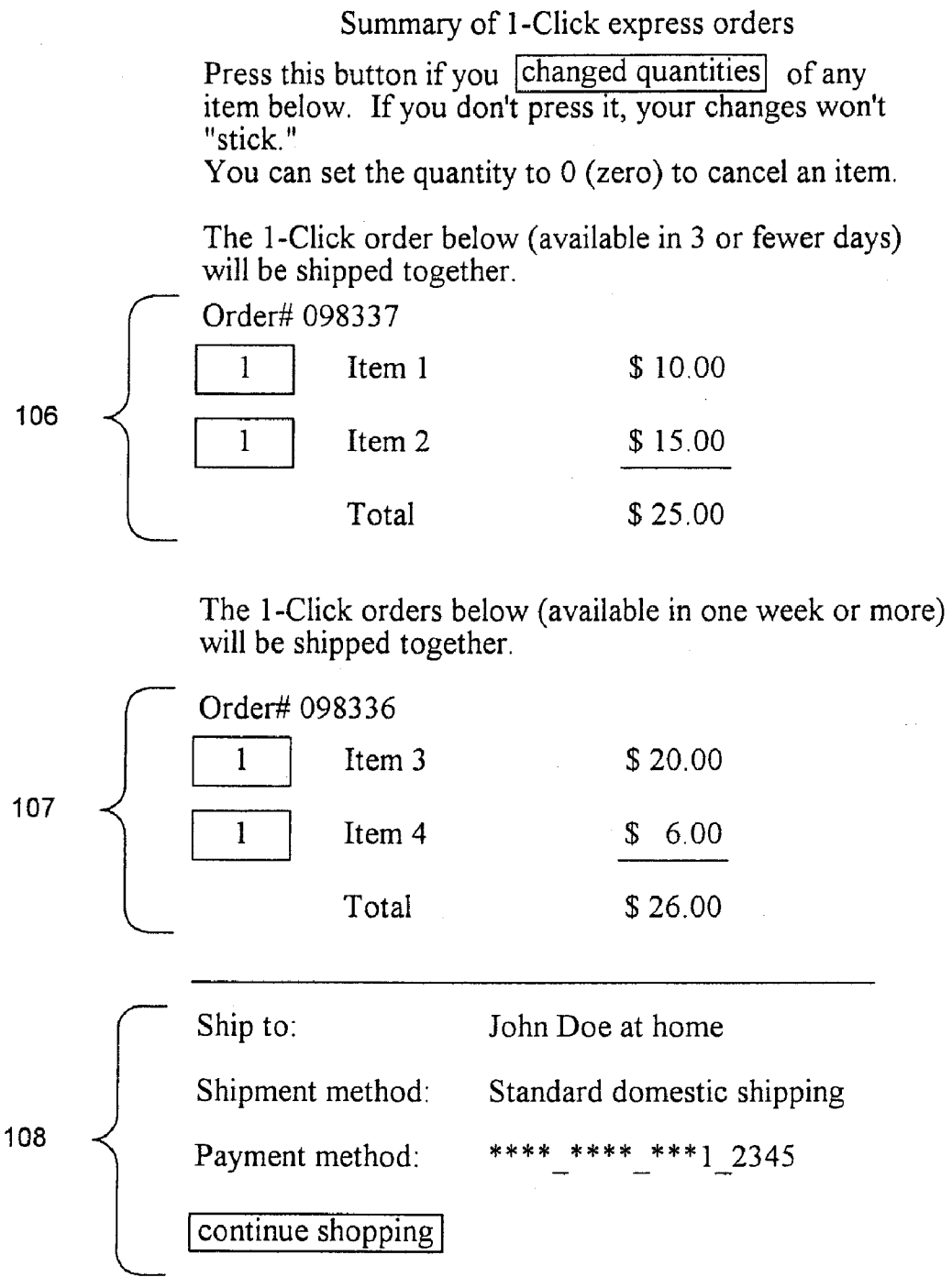

Summary of 1-Click express orders
Press this button if you changed quantities of any item below. If you don't press it, your changes won't "stick."
You can set the quantity to 0 (zero) to cancel an item.
The 1-Click order below (available in 3 or fewer days) will be shipped together.
Order# 098337
1
Item 1
$ 10.00
1
Item 2
$ 15.00
Total
$ 25.00
106
The 1-Click orders below (available in one week or more) will be shipped together.
Order# 098336
1
Item 3
$ 20.00
1
Item 4
$ 6.00
Total
$ 26.00
107
Ship to:
John Doe at home
Shipment method:
Standard domestic shipping
Payment method:
****_****_***1_2345
continue shopping
108
1-Click express shipping policies

Fig. 1C

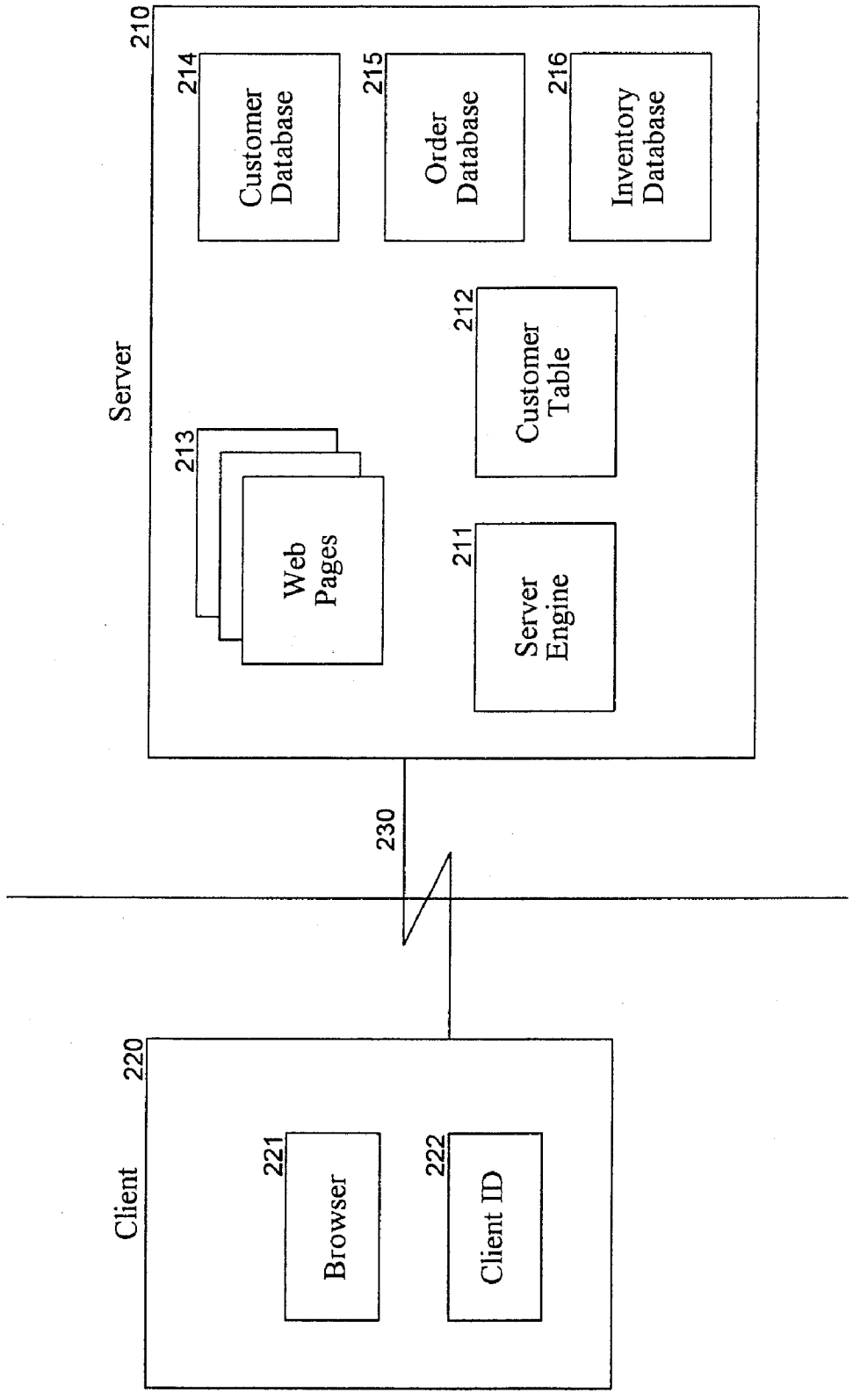

210
Server
214
Customer Database
215
Order Database
216
Inventory Database
212
Customer Table
213
Web Pages
211
Server Engine
230
220
Client
221
Browser
222
Client ID

Fig. 2

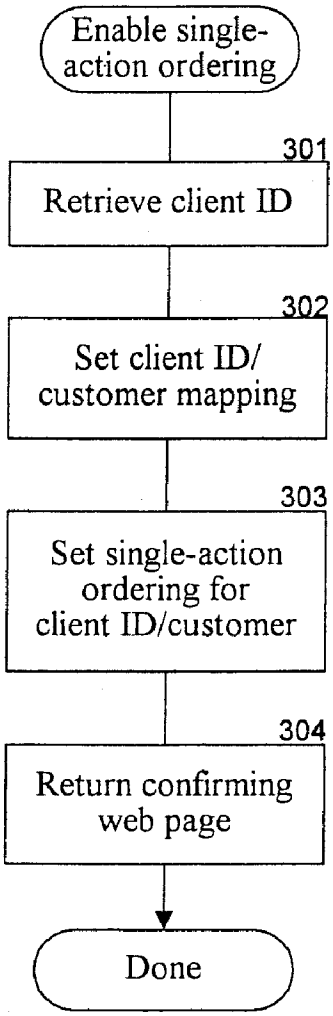

Enable single-action ordering
301
Retrieve client ID
302
Set client ID/ customer mapping
303
Set single-action ordering for client ID/customer
304
Return confirming web page
Done

Fig. 3

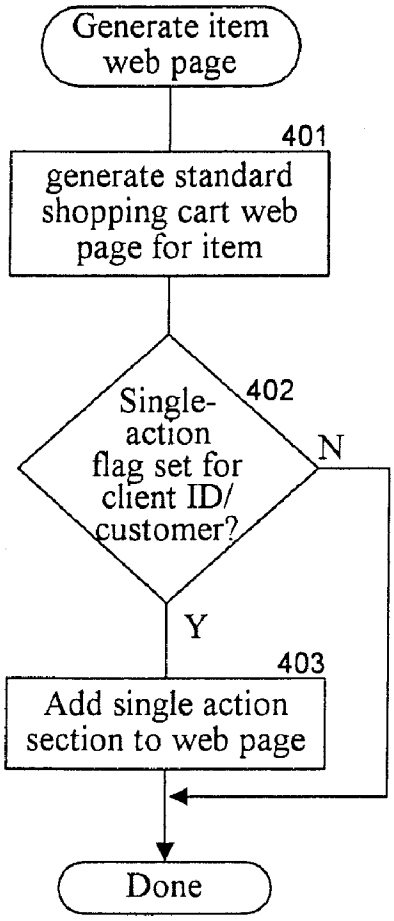

Generate item web page
401
generate standard shopping cart web page for item
Single-action flag set for client ID/ customer?
402
N
Y
403
Add single action section to web page
Done

Fig. 4

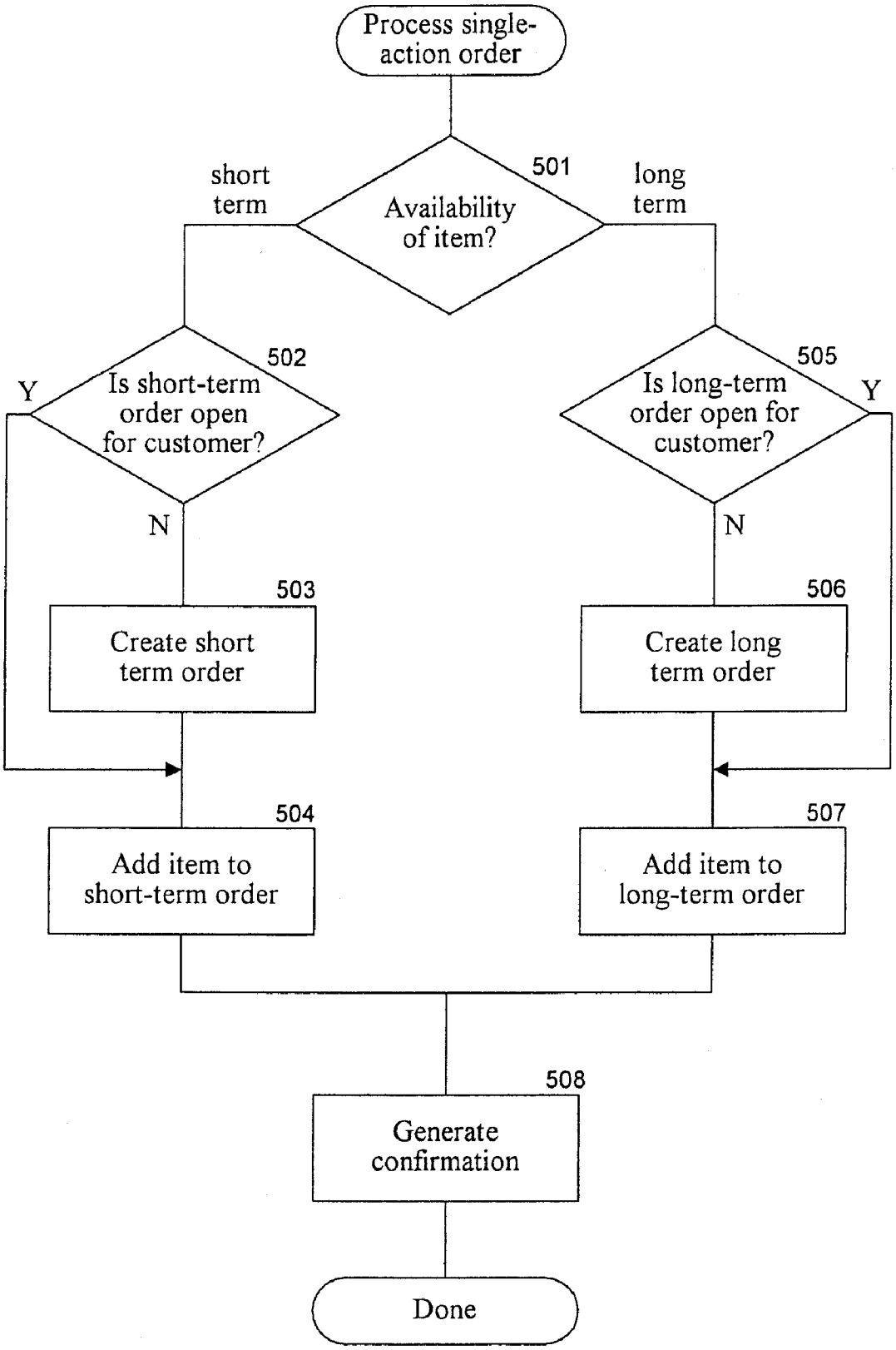

Process single-action order
501
Availability of item?
short term
long term
502
Is short-term order open for customer?
Y
N
503
Create short term order
504
Add item to short-term order
505
Is long-term order open for customer?
Y
N
506
Create long term order
507
Add item to long-term order
508
Generate confirmation
Done

Fig. 5

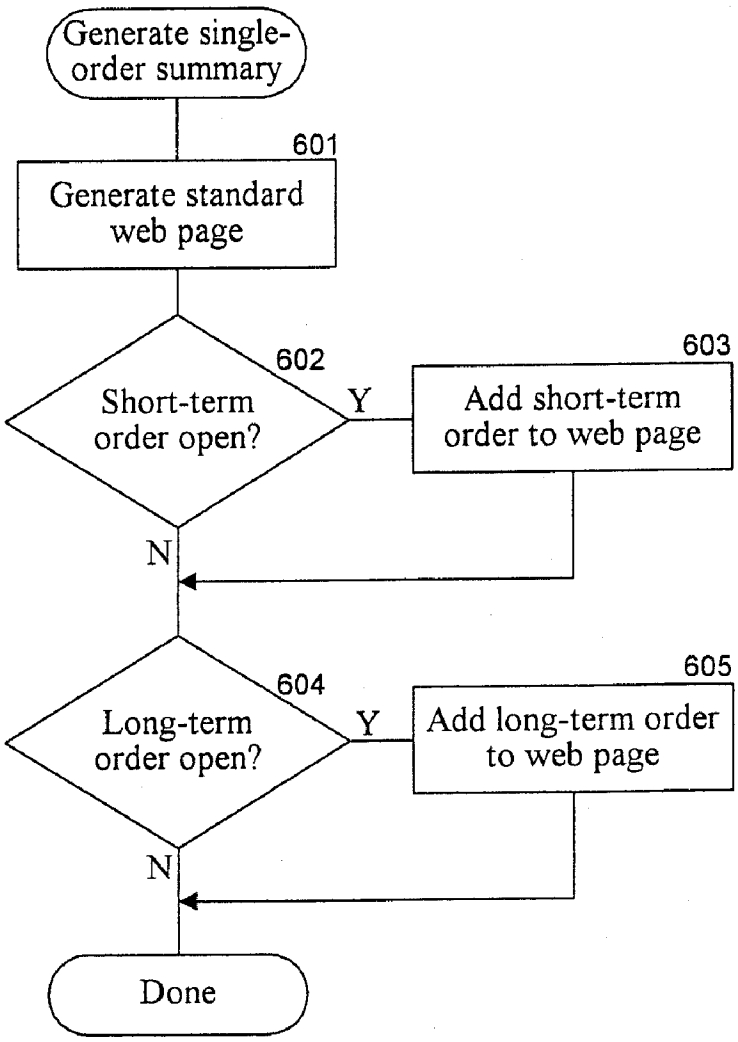

Generate single-order summary
601
Generate standard web page
602
Short-term order open?
Y
603
Add short-term order to web page
N
604
Long-term order open?
Y
605
Add long-term order to web page
N
Done

Fig. 6

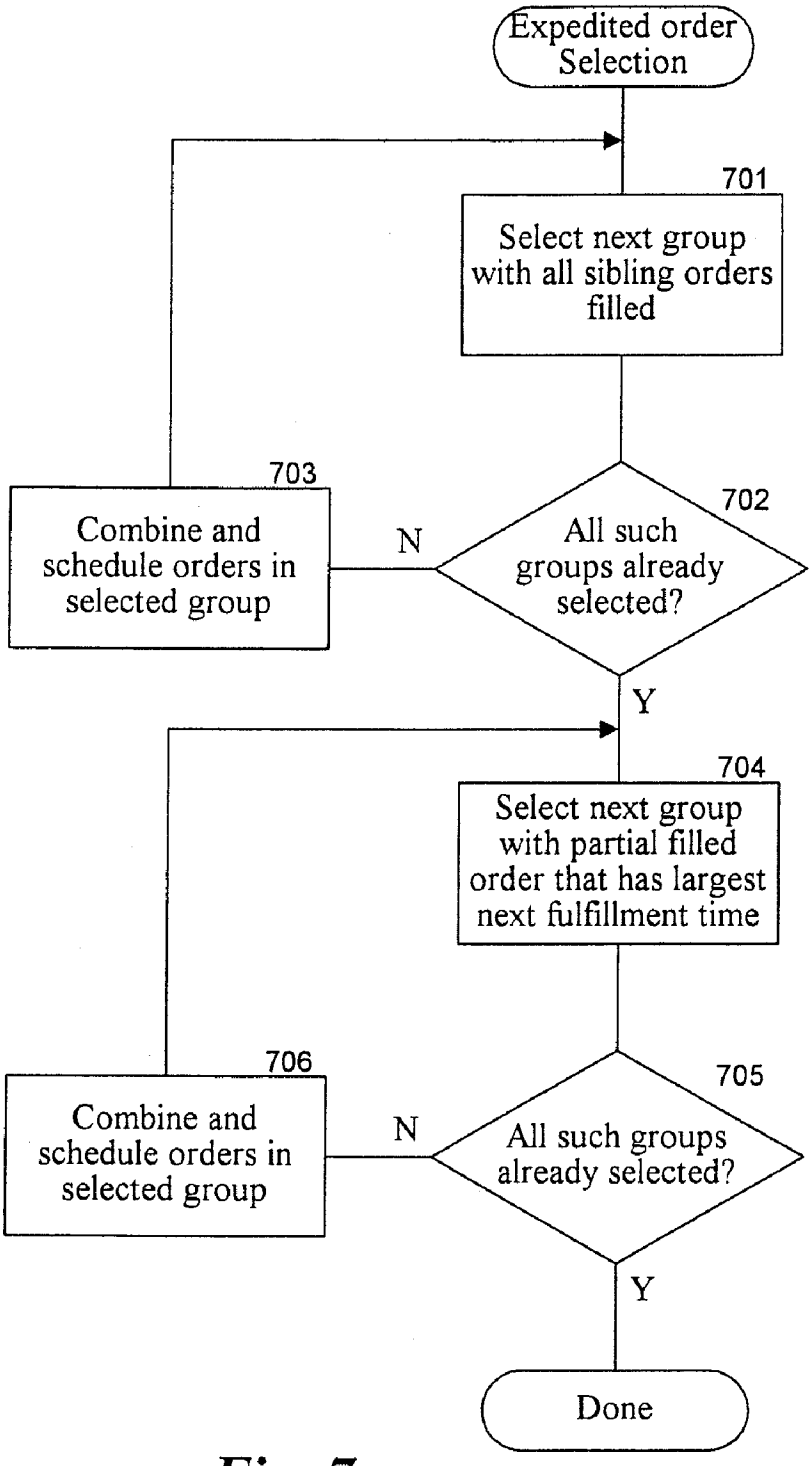

Expedited order Selection
701
Select next group with all sibling orders filled
702
All such groups already selected?
N
703
Combine and schedule orders in selected group
Y
704
Select next group with partial filled order that has largest next fulfillment time
705
All such groups already selected?
N
706
Combine and schedule orders in selected group
Y
Done

Fig. 7

START

A: Customer Name & Address

B: Customer Financial Info

C: Customer Employment Info

D: Customer Education Info

Fig. 8A

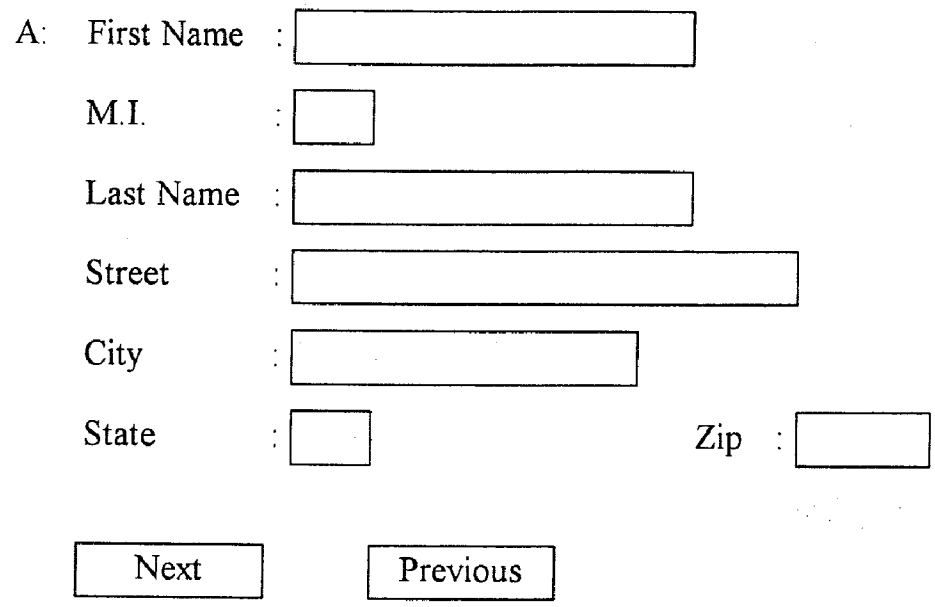

A:
First Name :
M.I. :
Last Name :
Street :
City :
State :
Zip :
Next
Previous
B: Customer Financial Info
C: Customer Employment Info
D: Customer Education Info

Fig. 8B

A: Customer Name & Address

B: Net Worth: :

Annual Income: :

Spouse's Annual Income: :

Other Income: :

Next Previous

C: Customer Employment Info

D: Customer Education Info

Fig. 8C

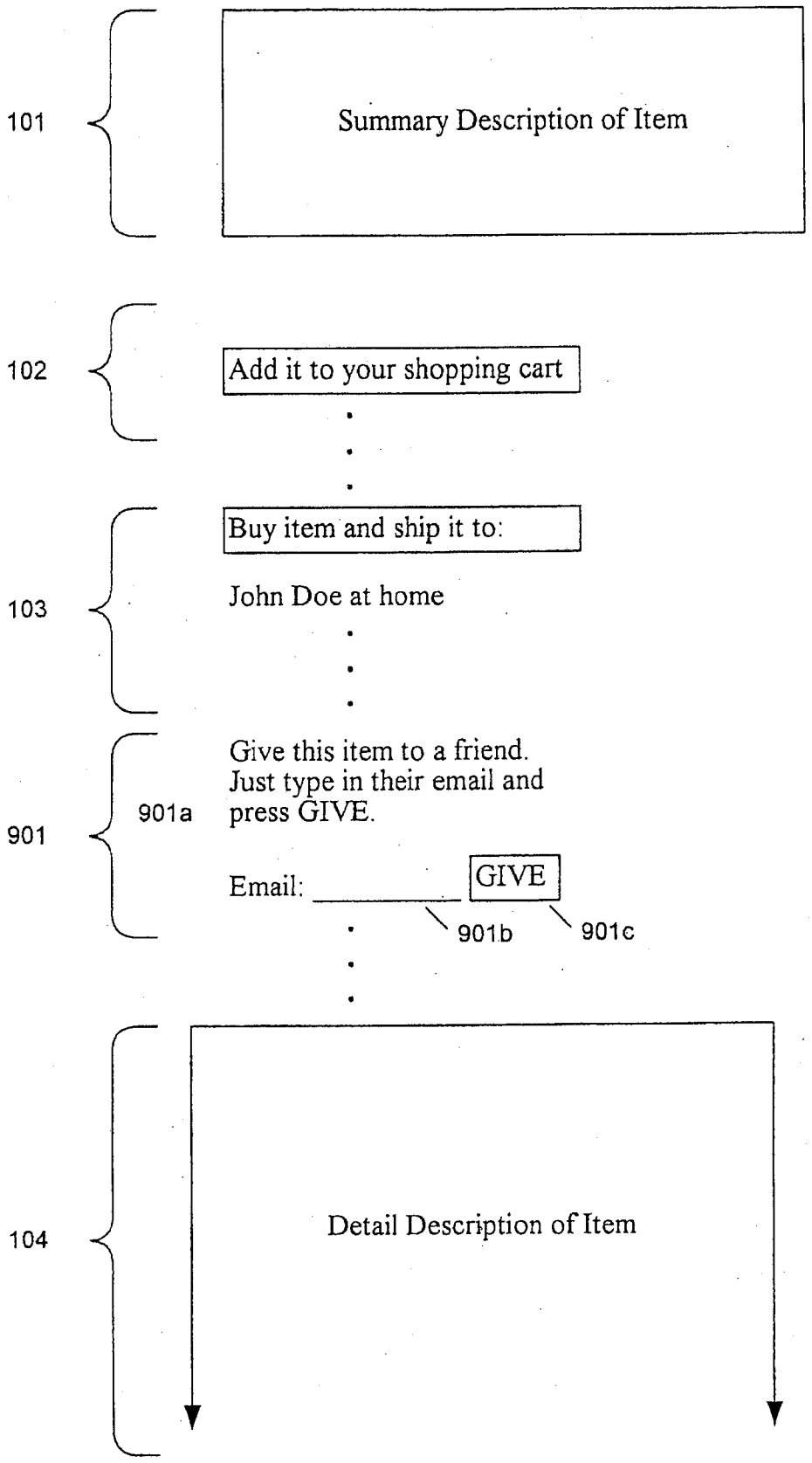

101
Summary Description of Item
102
Add it to your shopping cart
103
Buy item and ship it to:
John Doe at home
901
901a
Give this item to a friend.
Just type in their email and
press GIVE.
Email:
GIVE
901b
901c
104
Detail Description of Item

Fig. 9A

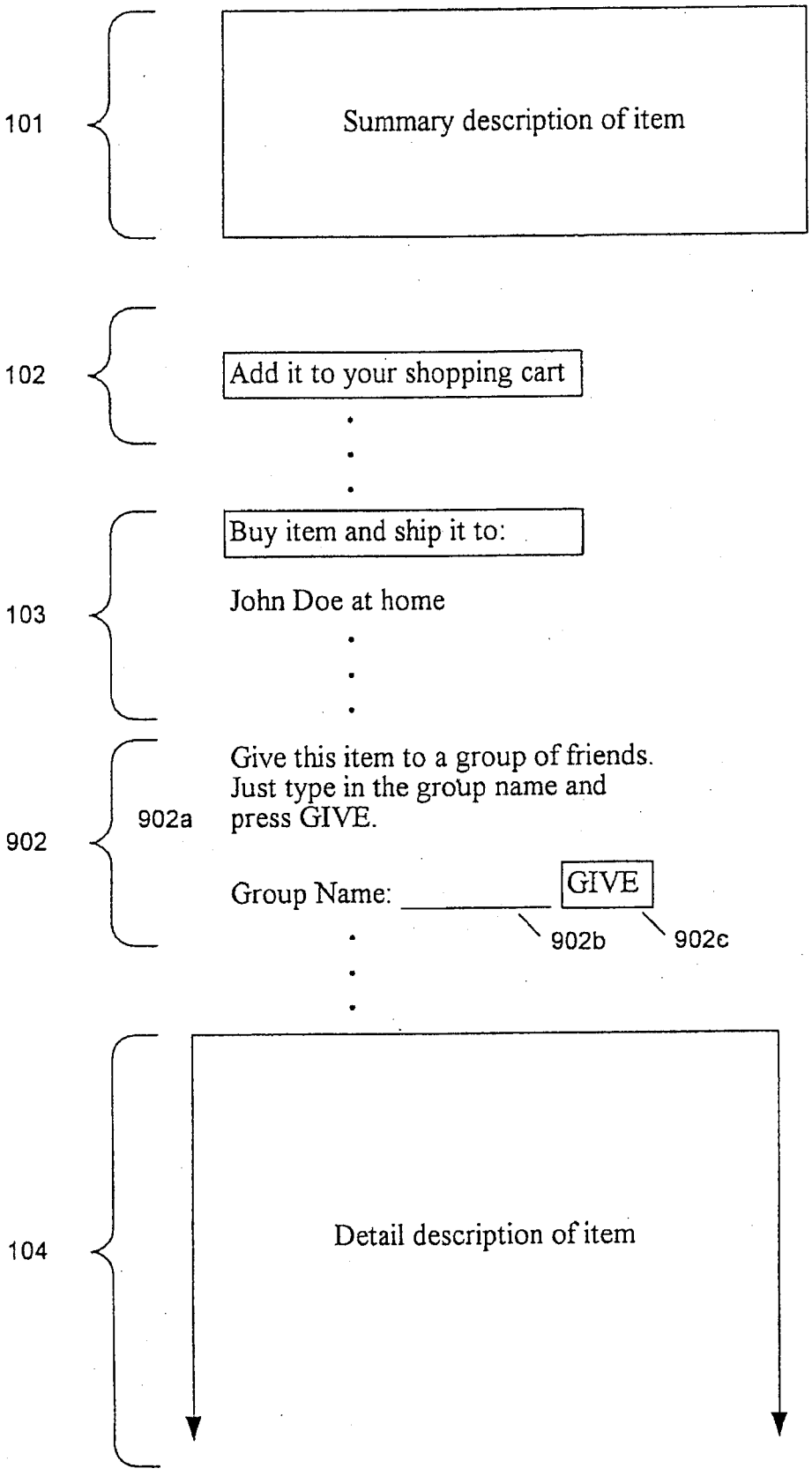

101
Summary description of item
102
Add it to your shopping cart
103
Buy item and ship it to:
John Doe at home
902
902a
Give this item to a group of friends.
Just type in the group name and
press GIVE.
Group Name:
GIVE
902b
902c
104
Detail description of item

Fig. 9B

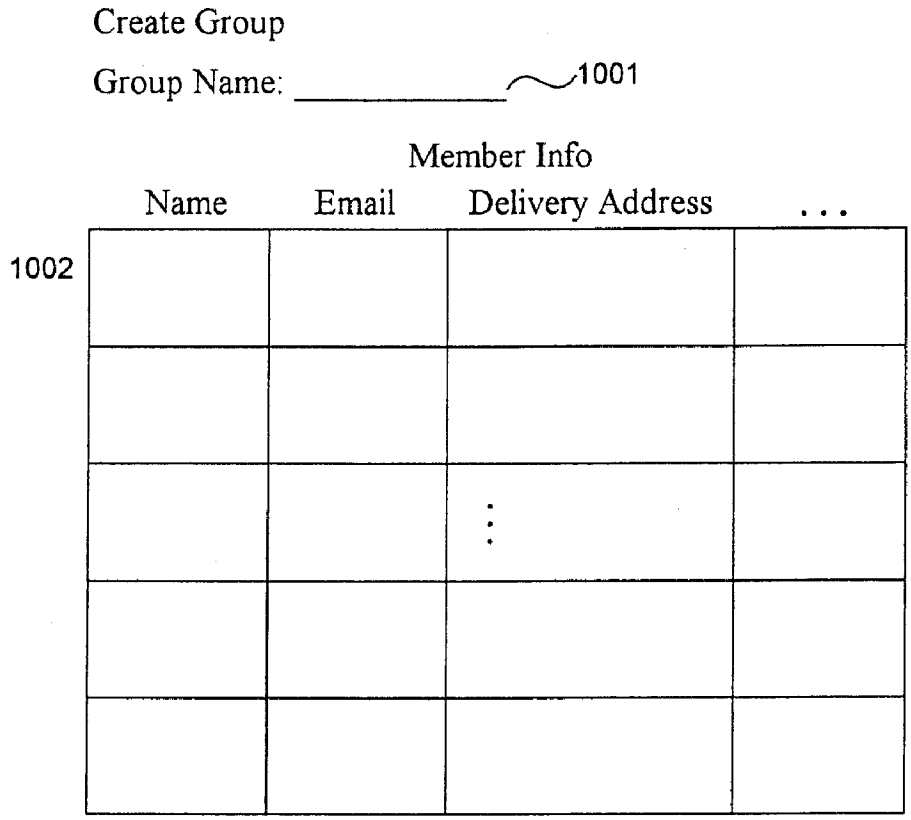

Create Group
Group Name: _____
1001
Member Info
Name
Email
Delivery Address
. . .
1002

Fig. 10

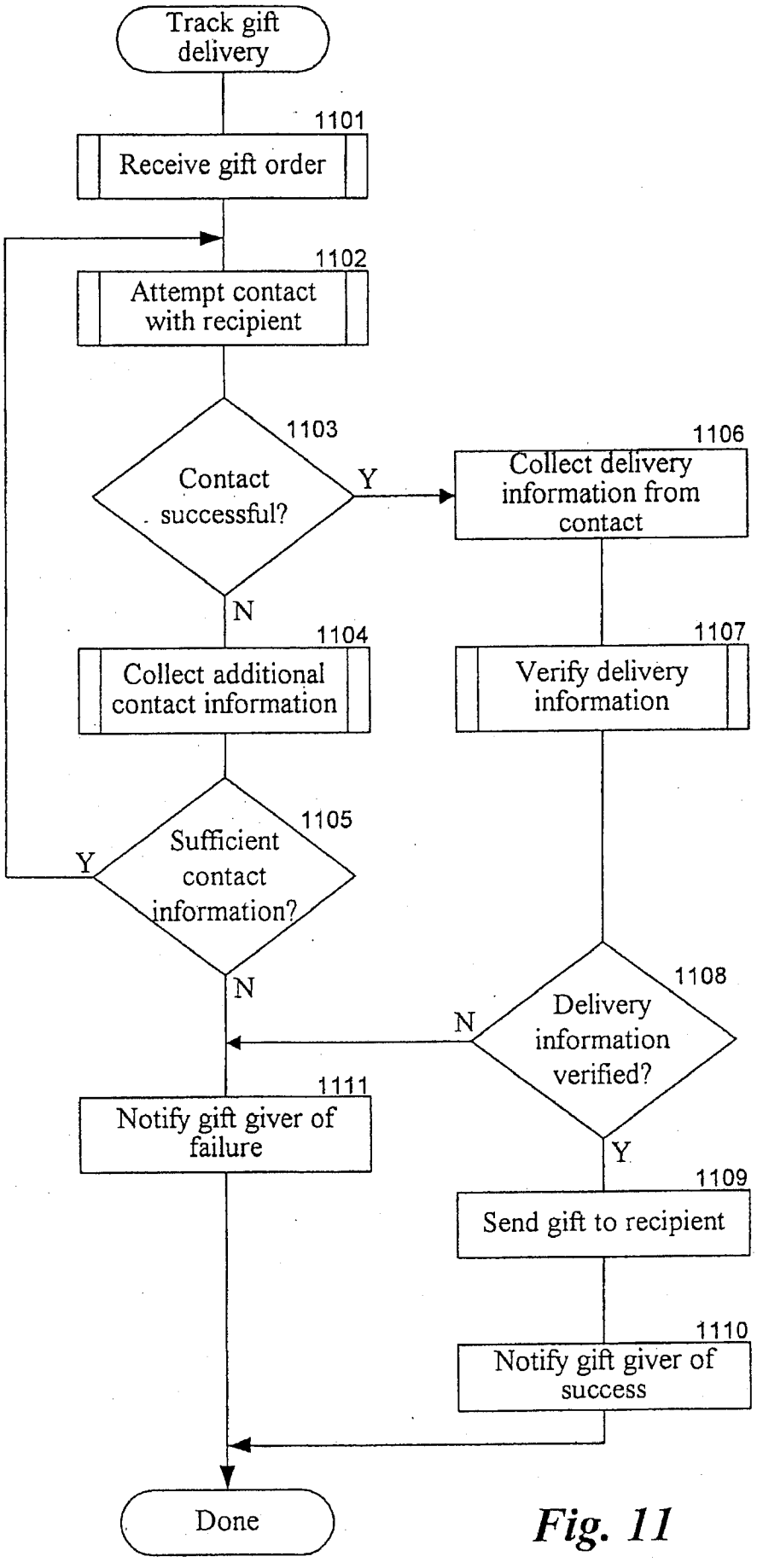

Track gift delivery
1101
Receive gift order
1102
Attempt contact with recipient
1103
Contact successful?
Y
N
1106
Collect delivery information from contact
1104
Collect additional contact information
1107
Verify delivery information
1105
Sufficient contact information?
Y
N
1108
Delivery information verified?
N
Y
1111
Notify gift giver of failure
1109
Send gift to recipient
1110
Notify gift giver of success
Done

Fig. 11

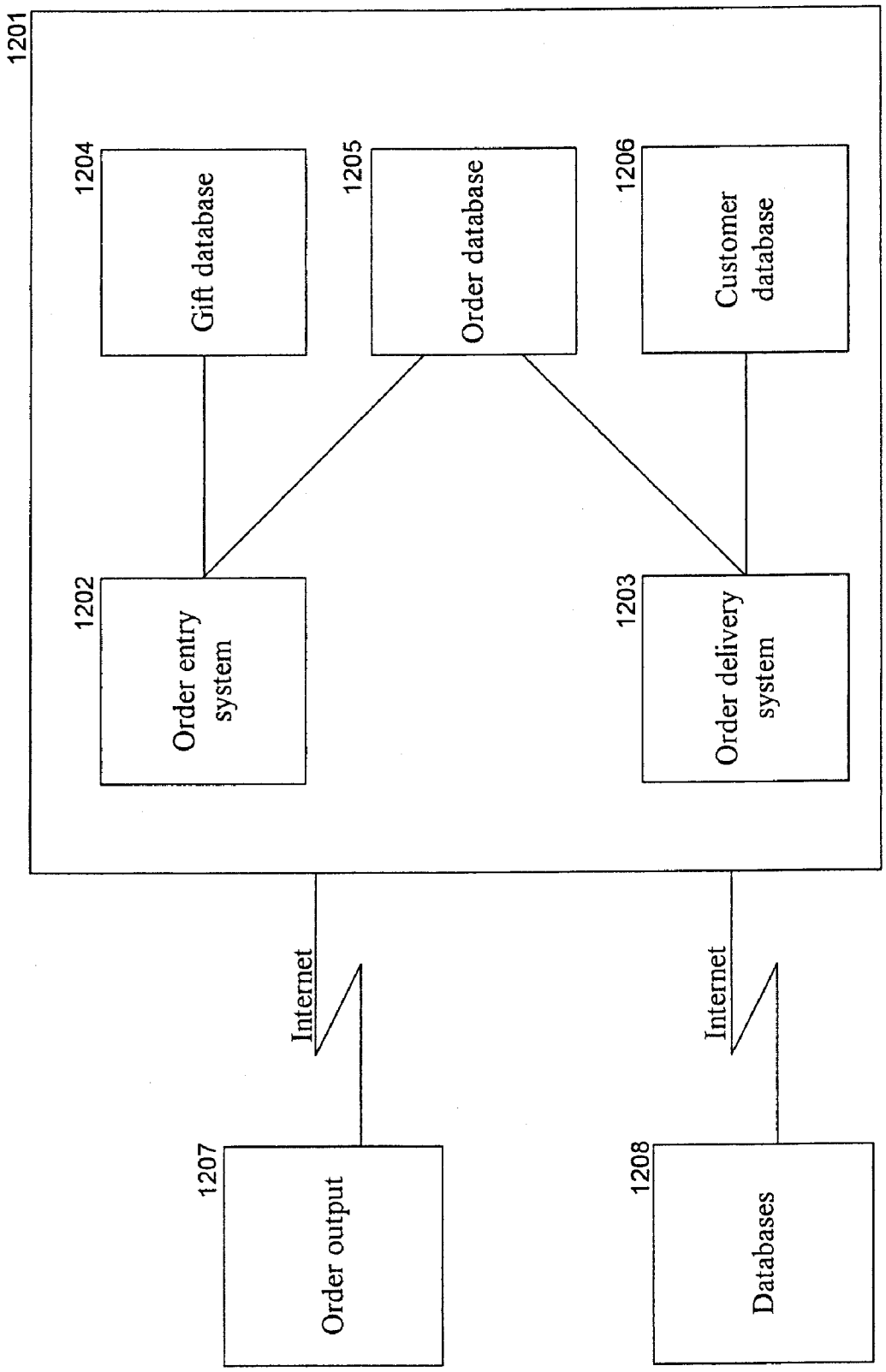

1201
1204
Gift database
1205
Order database
1206
Customer database
1202
Order entry system
1203
Order delivery system
Internet
Internet
1207
Order output
1208
Databases

Fig. 12

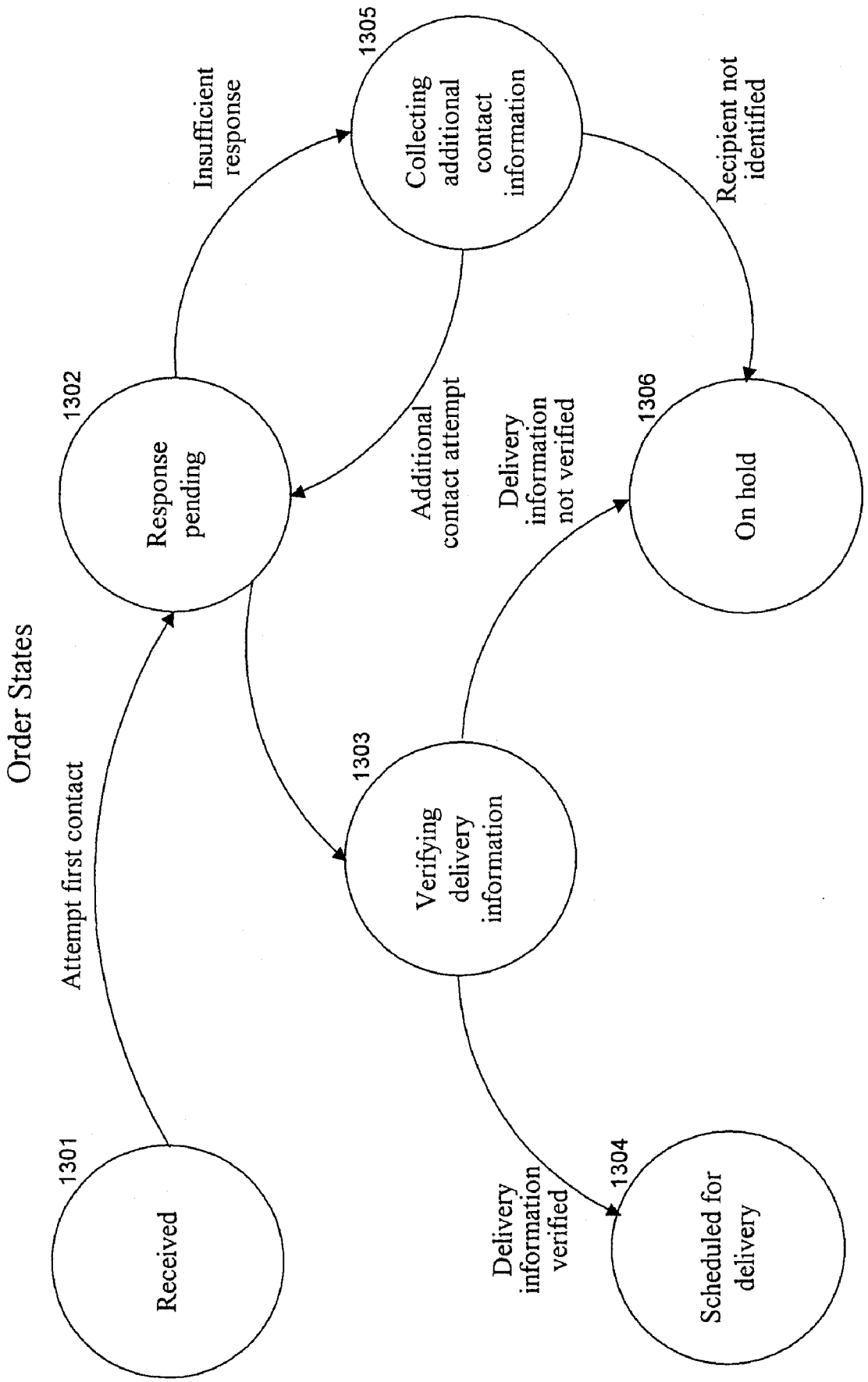

Order States
1301
Received
Attempt first contact
1302
Response pending
Insufficient response
1305
Collecting additional contact information
Recipient not identified
Additional contact attempt
1303
Verifying delivery information
Delivery information not verified
1306
On hold
Delivery information verified
1304
Scheduled for delivery

Fig. 13

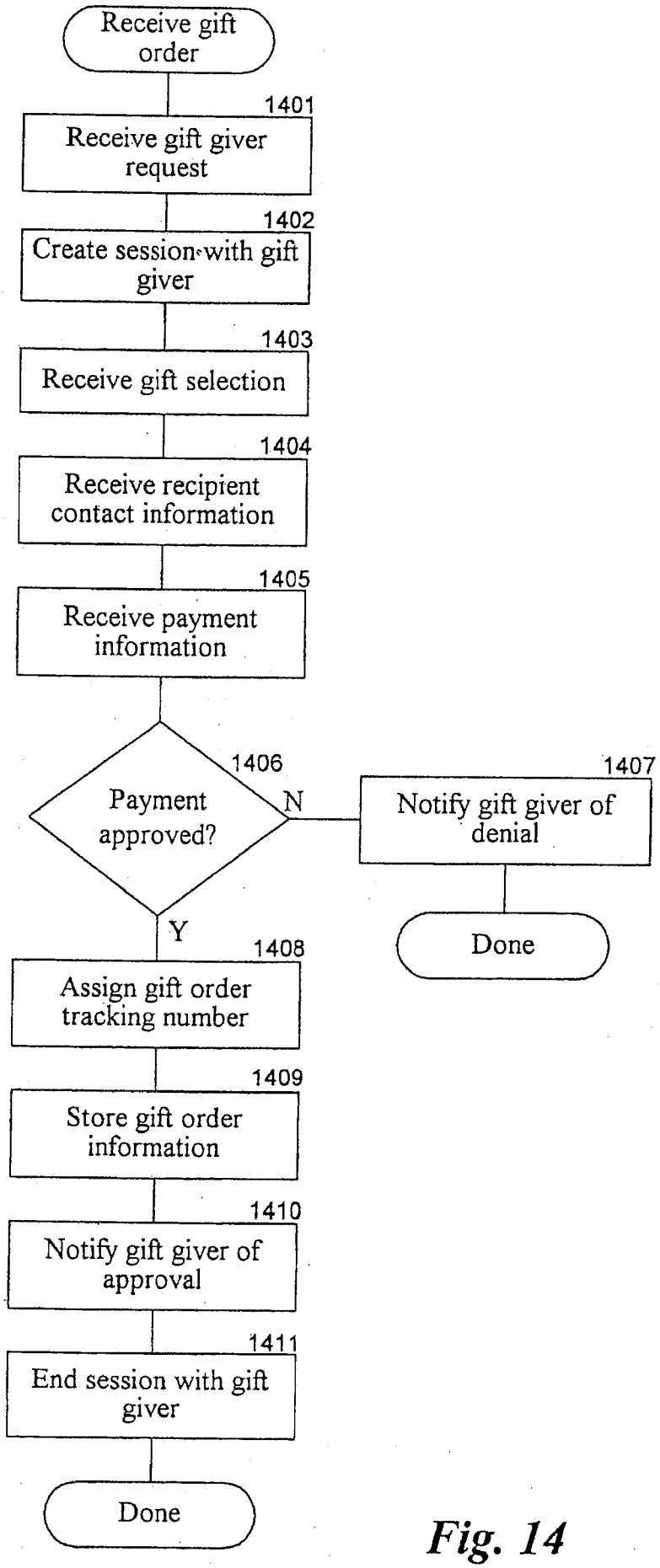

Receive gift order
1401
Receive gift giver request
1402
Create session with gift giver
1403
Receive gift selection
1404
Receive recipient contact information
1405
Receive payment information
1406
Payment approved?
N
1407
Notify gift giver of denial
Done
Y
1408
Assign gift order tracking number
1409
Store gift order information
1410
Notify gift giver of approval
1411
End session with gift giver
Done

Fig. 14

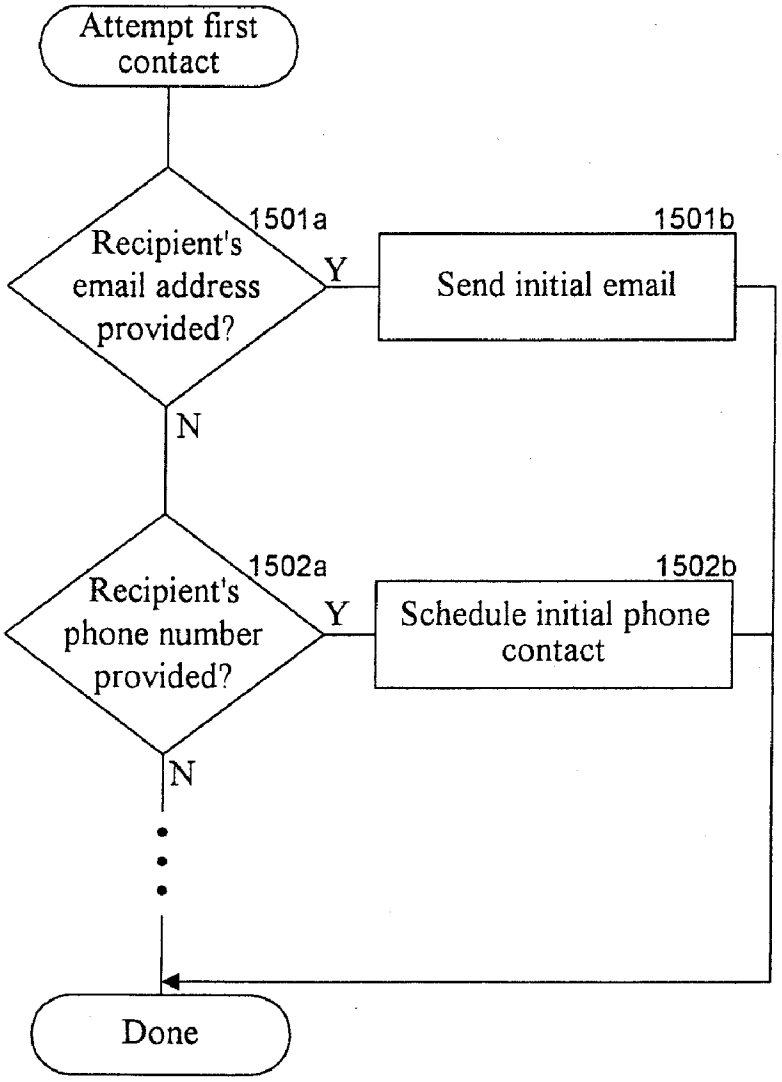

Attempt first contact
1501a
Recipient's email address provided?
Y
1501b
Send initial email
N
1502a
Recipient's phone number provided?
Y
1502b
Schedule initial phone contact
N
Done

Fig. 15

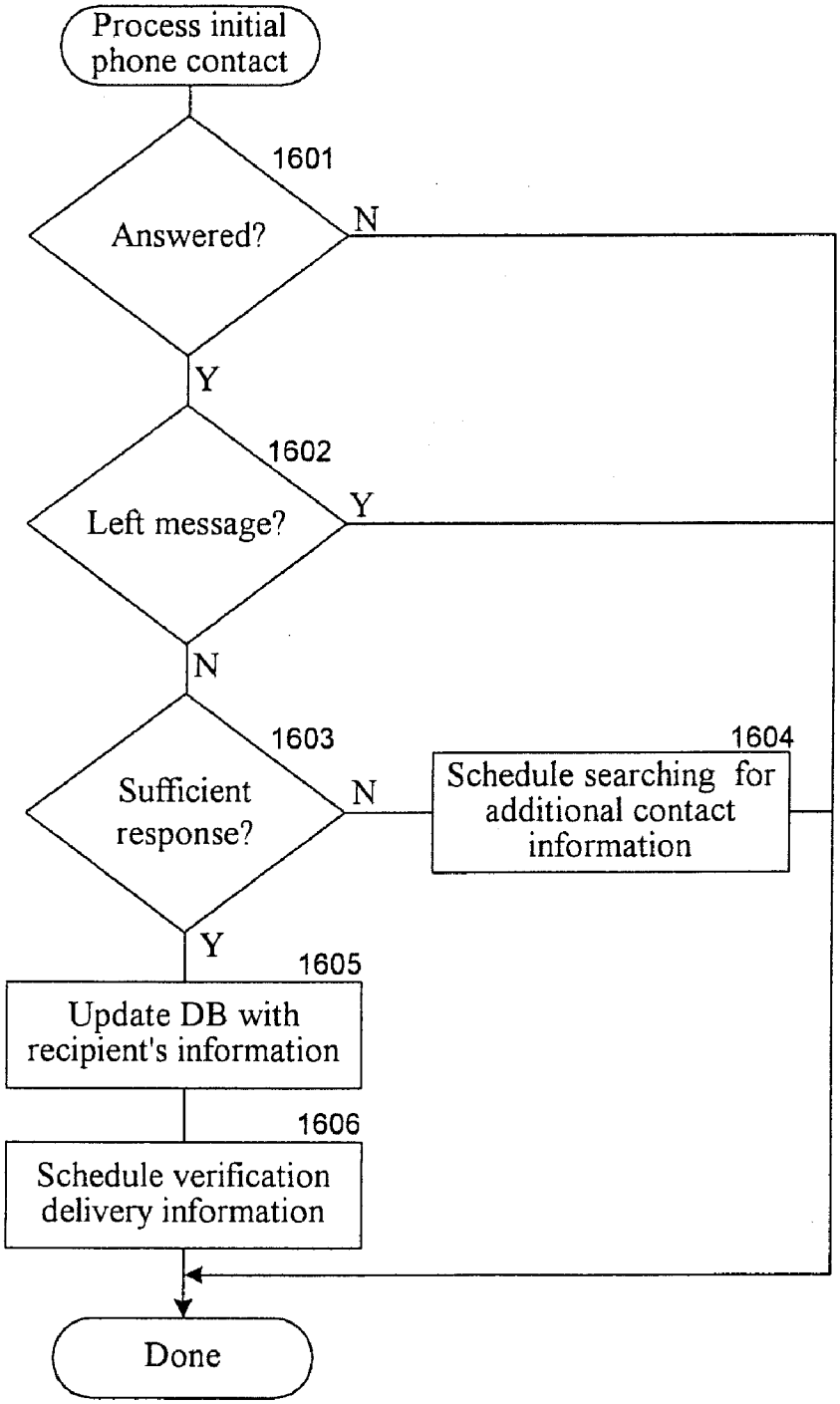

Process initial phone contact
1601
Answered?
N
Y
1602
Left message?
Y
N
1603
Sufficient response?
N
1604
Schedule searching for additional contact information
Y
1605
Update DB with recipient's information
1606
Schedule verification delivery information
Done

Fig. 16

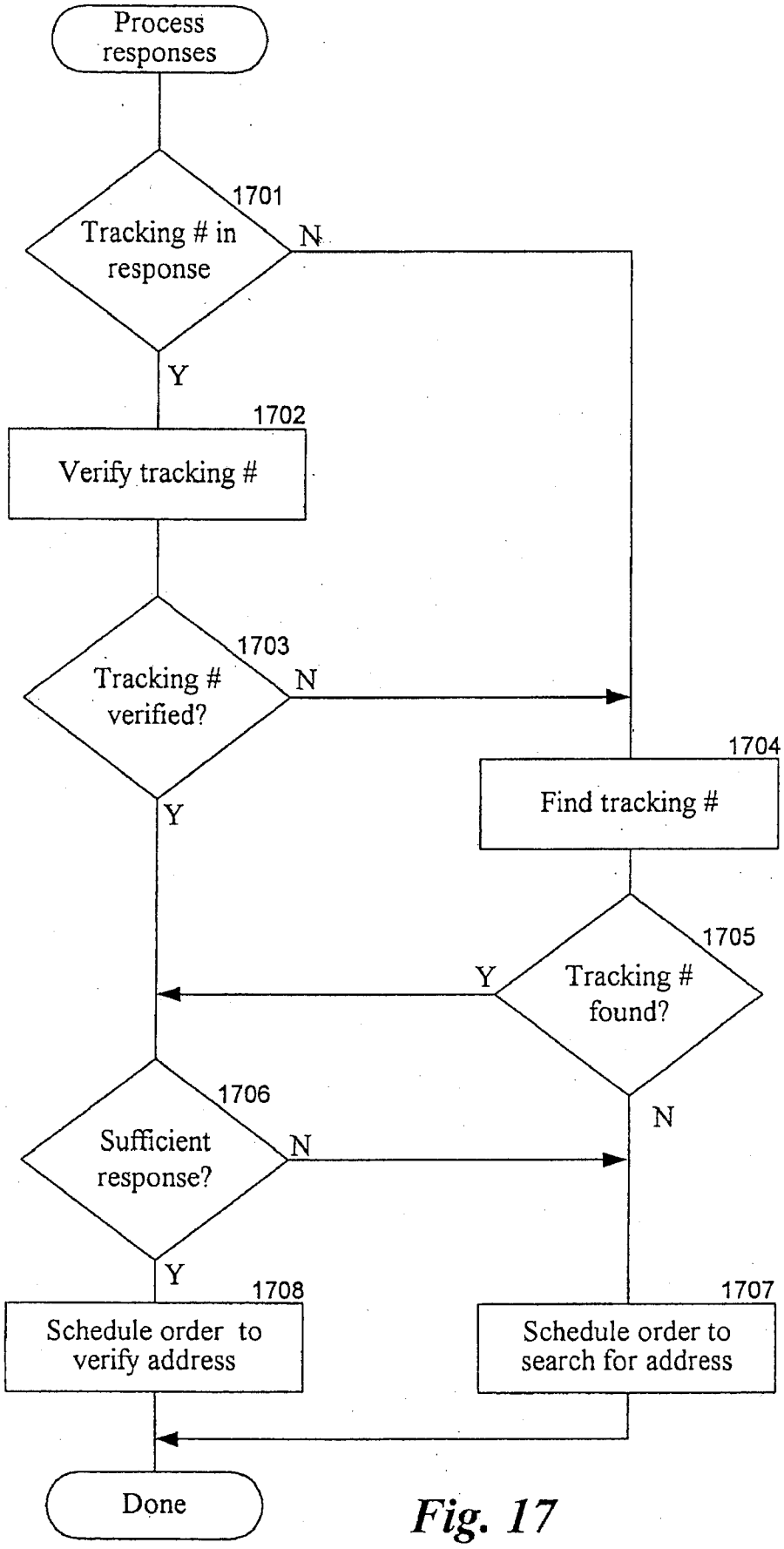

Process responses
1701
Tracking # in response
N
Y
1702
Verify tracking #
1703
Tracking # verified?
N
Y
1704
Find tracking #
1705
Tracking # found?
Y
N
1706
Sufficient response?
N
Y
1708
Schedule order to verify address
1707
Schedule order to search for address
Done

Fig. 17

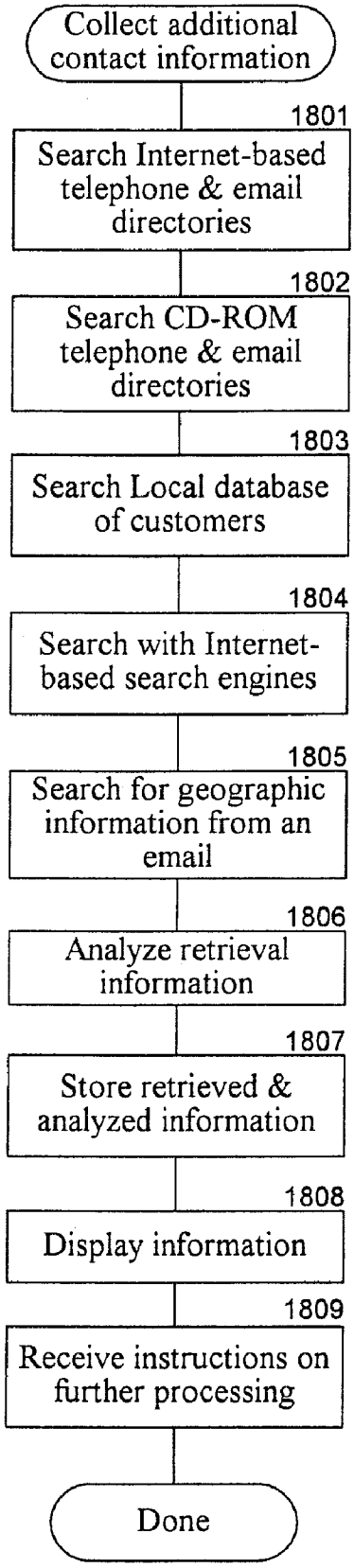

Collect additional contact information
1801
Search Internet-based telephone & email directories
1802
Search CD-ROM telephone & email directories
1803
Search Local database of customers
1804
Search with Internet-based search engines
1805
Search for geographic information from an email
1806
Analyze retrieval information
1807
Store retrieved & analyzed information
1808
Display information
1809
Receive instructions on further processing
Done

Fig. 18

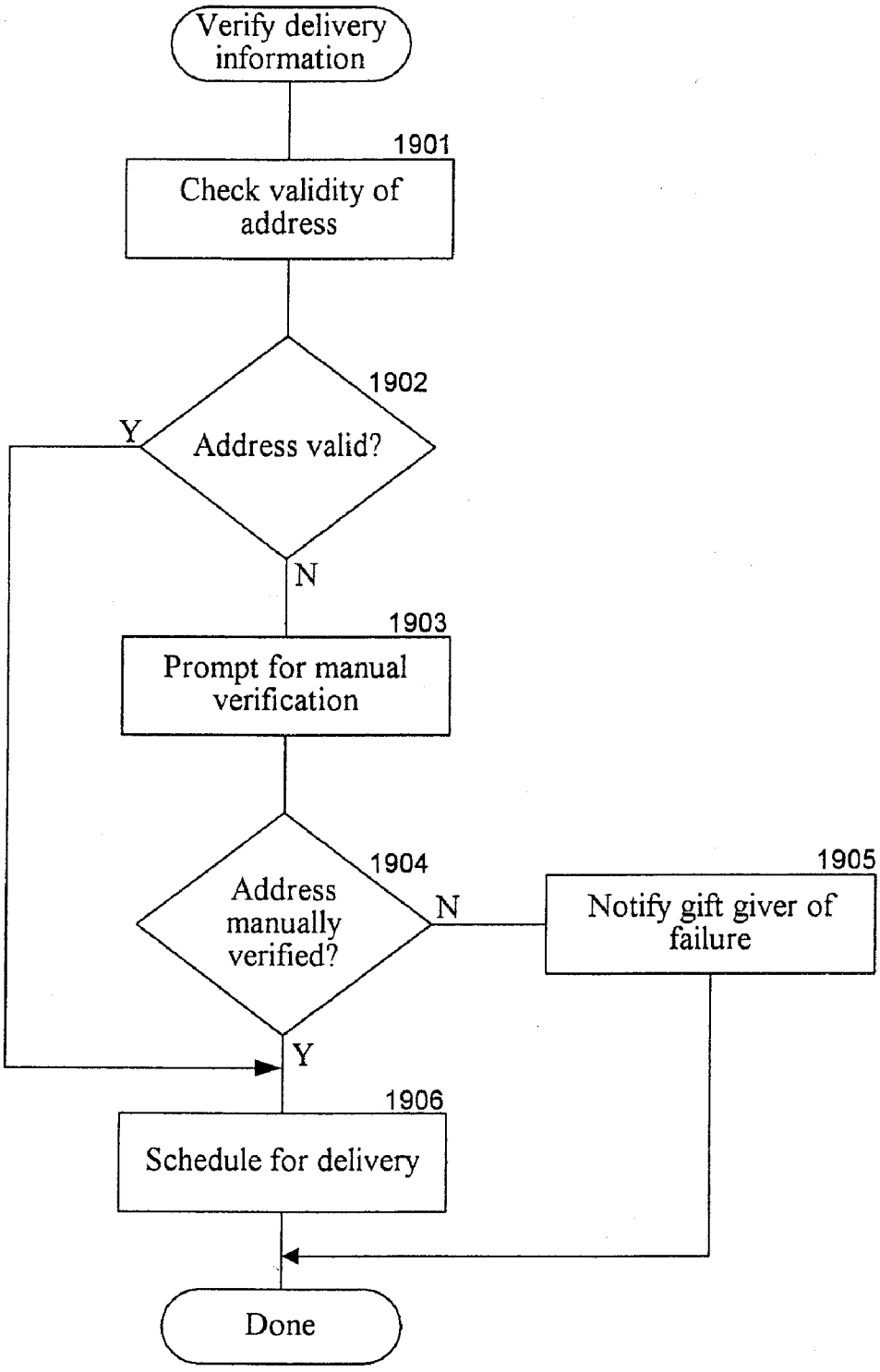

Verify delivery information
1901
Check validity of address
1902
Address valid?
Y
N
1903
Prompt for manual verification
1904
Address manually verified?
N
1905
Notify gift giver of failure
Y
1906
Schedule for delivery
Done

Fig. 19

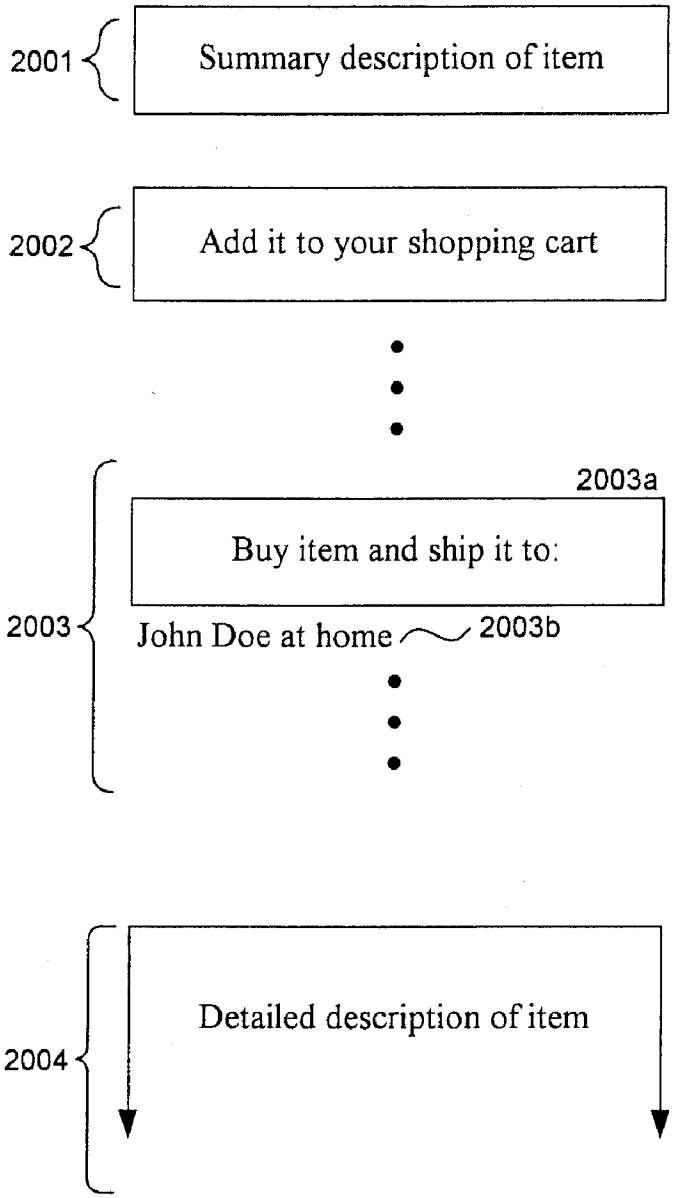

2001
Summary description of item
2002
Add it to your shopping cart
2003a
Buy item and ship it to:
2003
John Doe at home
2003b
2004
Detailed description of item

Fig. 20A

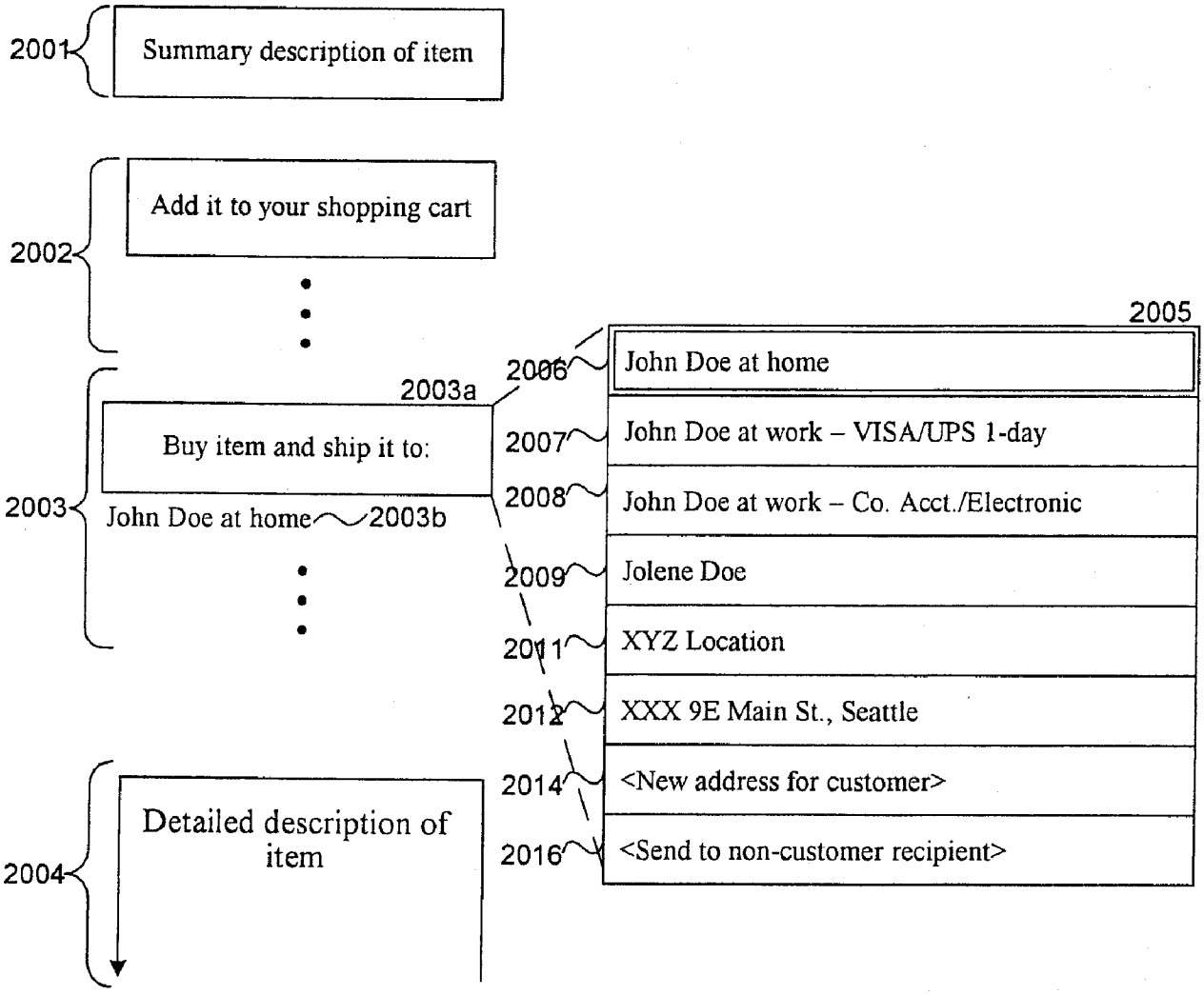

2001
Summary description of item
2002
Add it to your shopping cart
2003
2003a
Buy item and ship it to:
John Doe at home
2003b
2004
Detailed description of item
2005
2006
John Doe at home
2007
John Doe at work – VISA/UPS 1-day
2008
John Doe at work – Co. Acct./Electronic
2009
Jolene Doe
2011
XYZ Location
2012
XXX 9E Main St., Seattle
2014
<New address for customer>
2016
<Send to non-customer recipient>

Fig. 20B

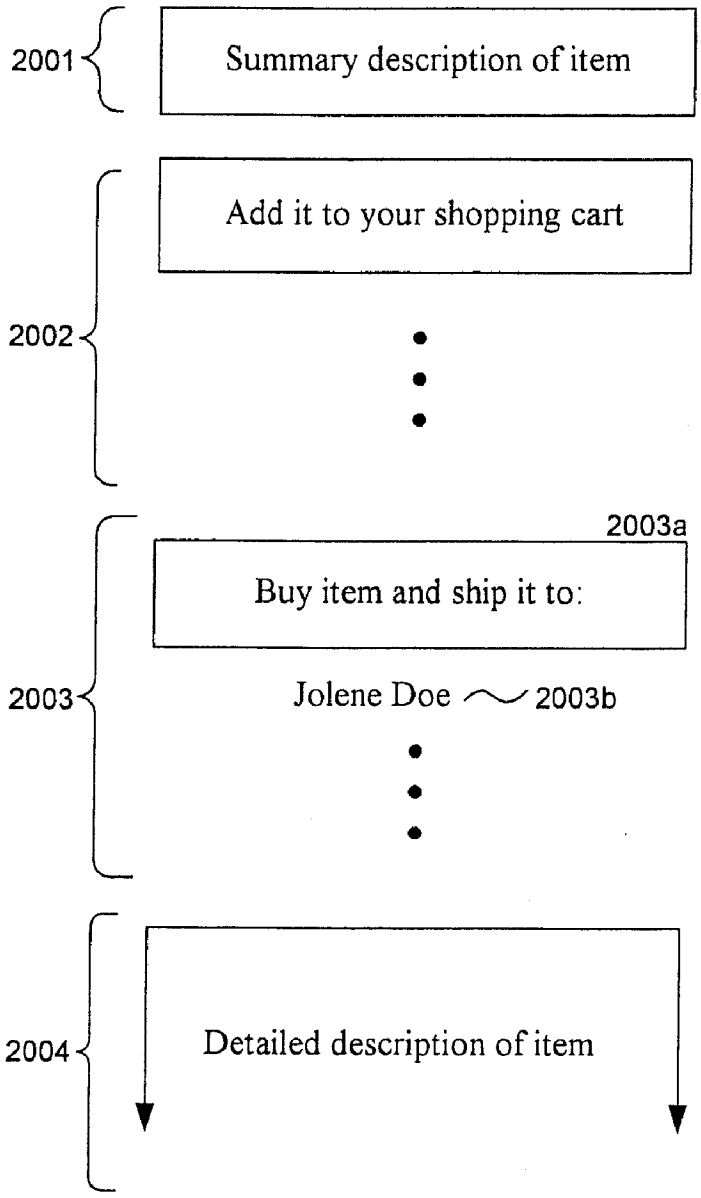

2001
Summary description of item
Add it to your shopping cart
2002
2003a
Buy item and ship it to:
2003
Jolene Doe
2003b
2004
Detailed description of item

Fig. 20C

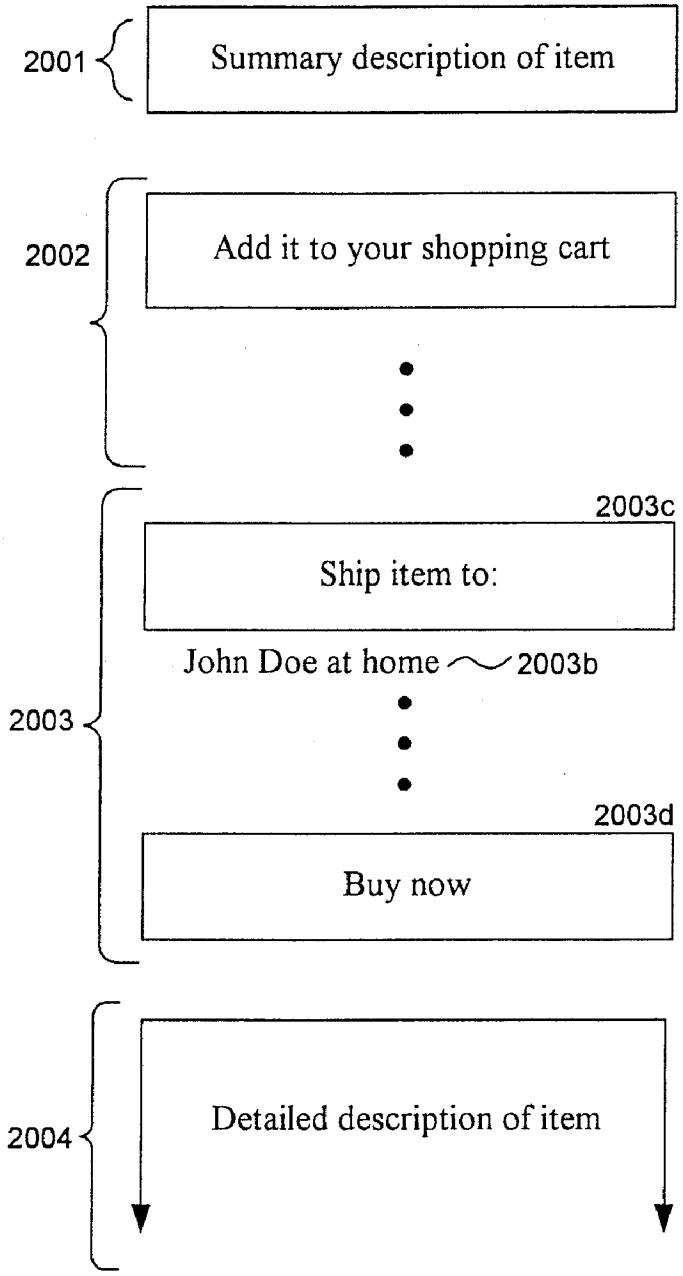

2001
Summary description of item
2002
Add it to your shopping cart
2003c
Ship item to:
John Doe at home
2003b
2003
2003d
Buy now
2004
Detailed description of item

Fig. 20D

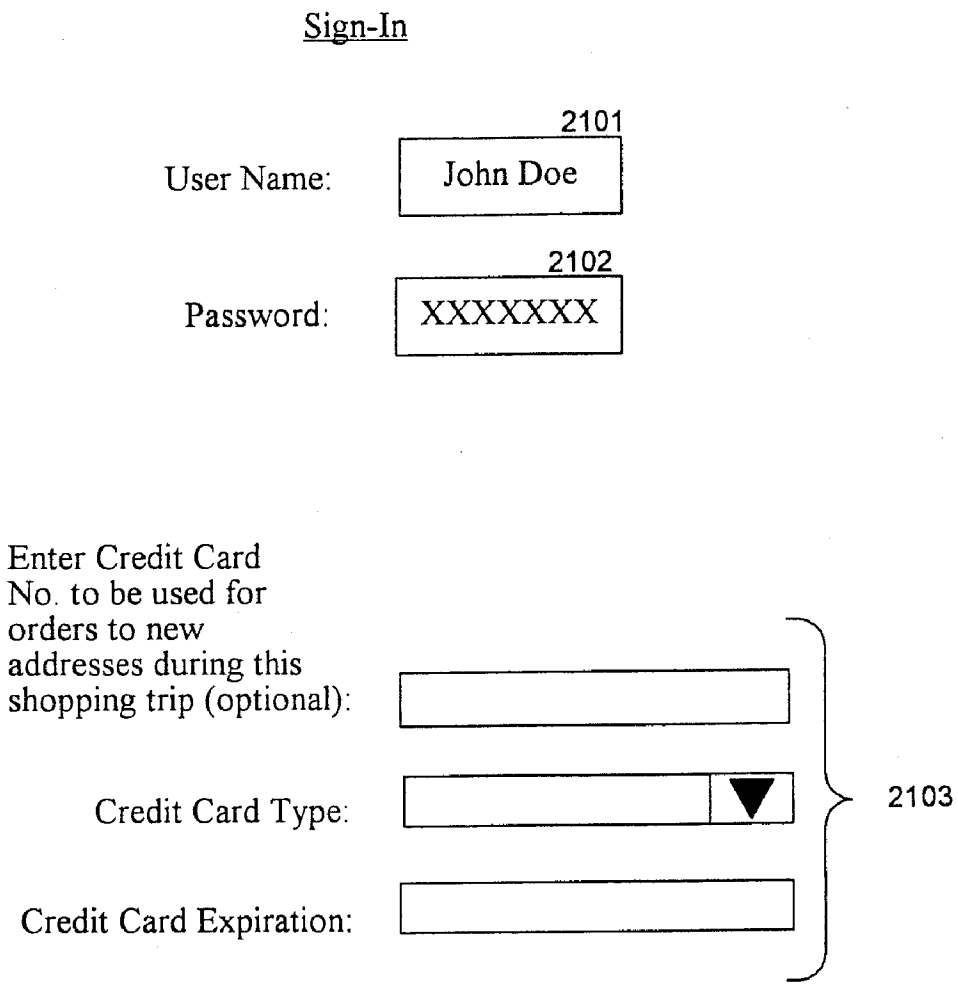

Sign-In
2101
User Name:
John Doe
2102
Password:
XXXXXXX
Enter Credit Card No. to be used for orders to new addresses during this shopping trip (optional):
Credit Card Type:
Credit Card Expiration:
2103

Fig. 21A

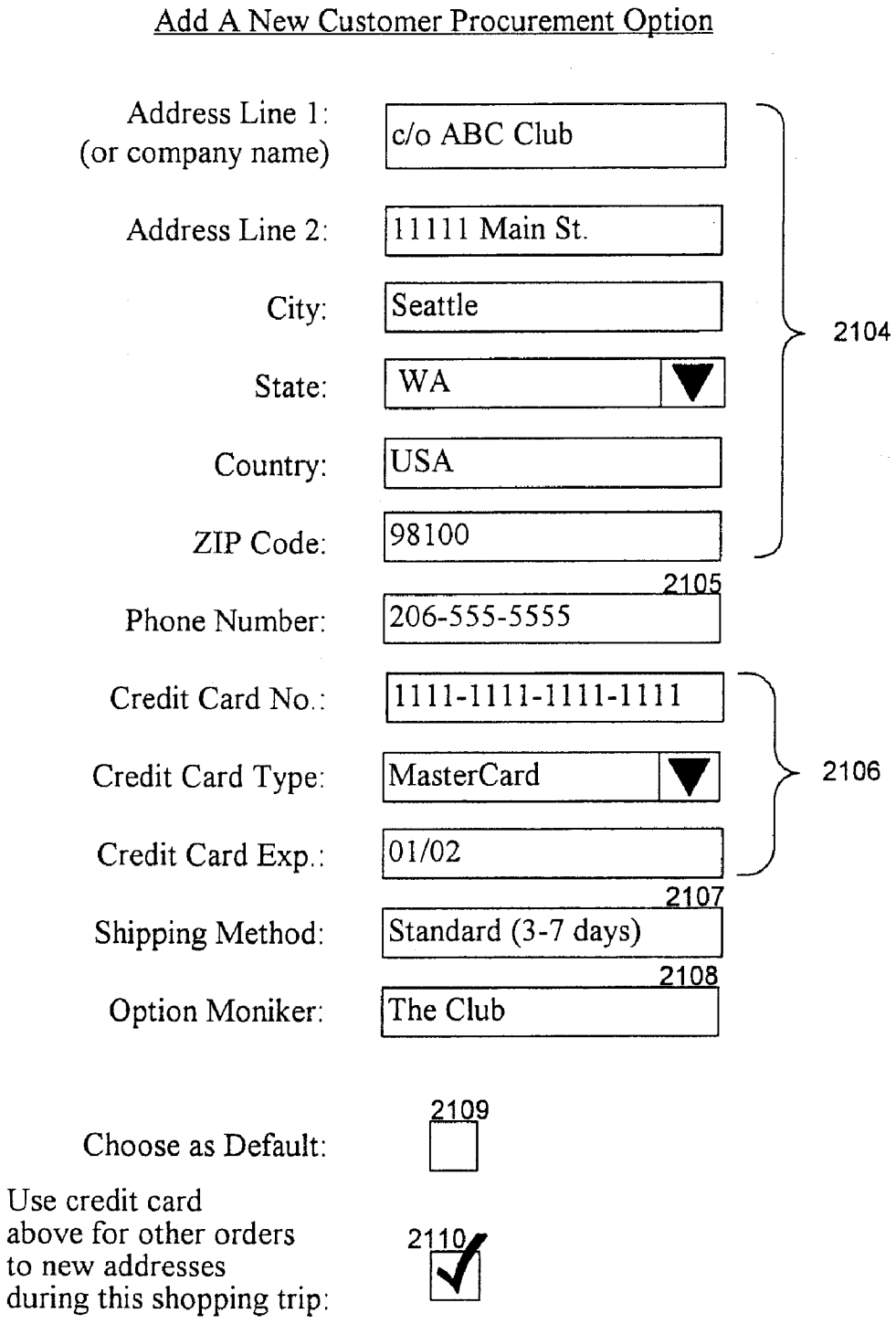

Add A New Customer Procurement Option
Address Line 1: (or company name)
c/o ABC Club
Address Line 2:
11111 Main St.
City:
Seattle
State:
WA
Country:
USA
ZIP Code:
98100
2104
2105
Phone Number:
206-555-5555
Credit Card No.:
1111-1111-1111-1111
Credit Card Type:
MasterCard
Credit Card Exp.:
01/02
2106
2107
Shipping Method:
Standard (3-7 days)
2108
Option Moniker:
The Club
2109
Choose as Default:
Use credit card above for other orders to new addresses during this shopping trip:
2110

Fig. 21B

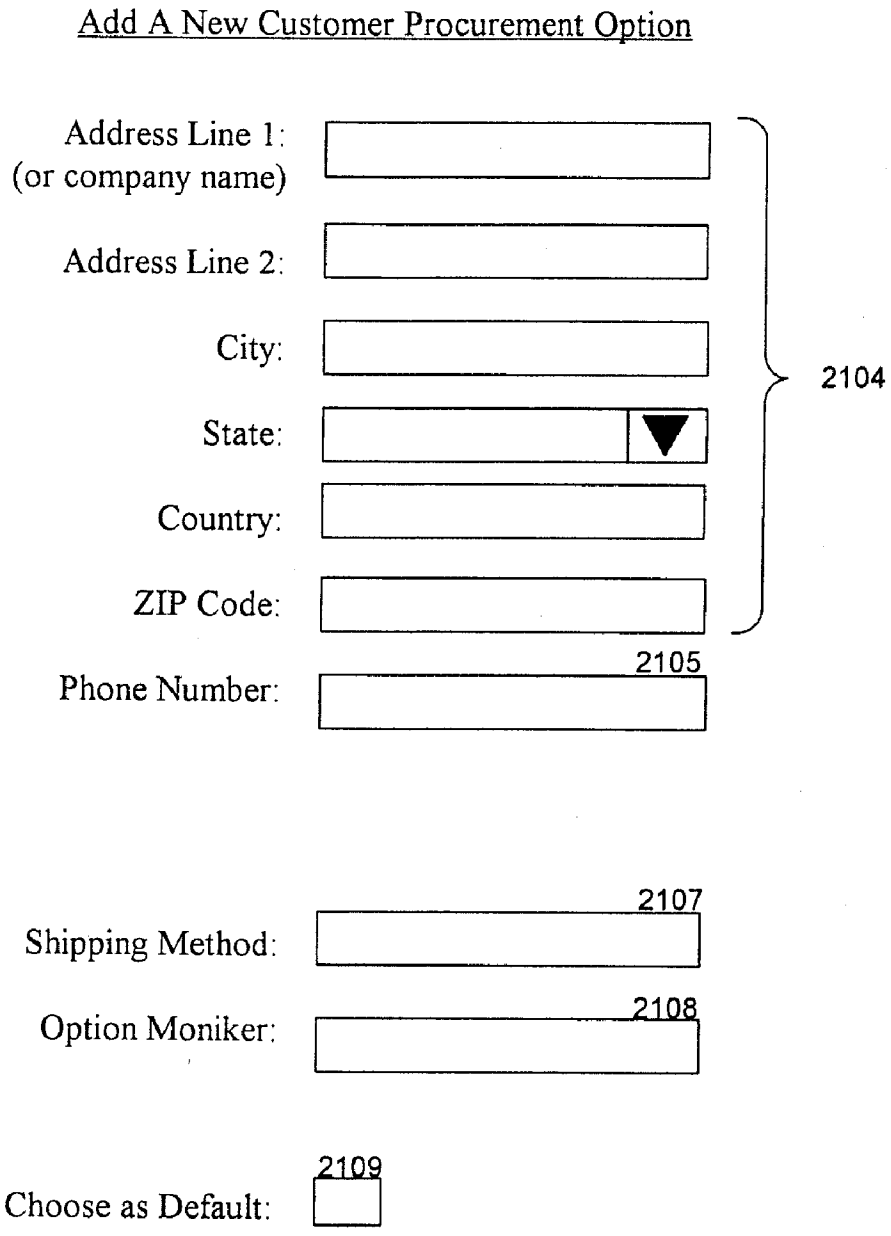

Add A New Customer Procurement Option
Address Line 1:
(or company name)
Address Line 2:
City:
State:
Country:
ZIP Code:
2104
2105
Phone Number:
2107
Shipping Method:
2108
Option Moniker:
2109
Choose as Default:

Fig. 21C

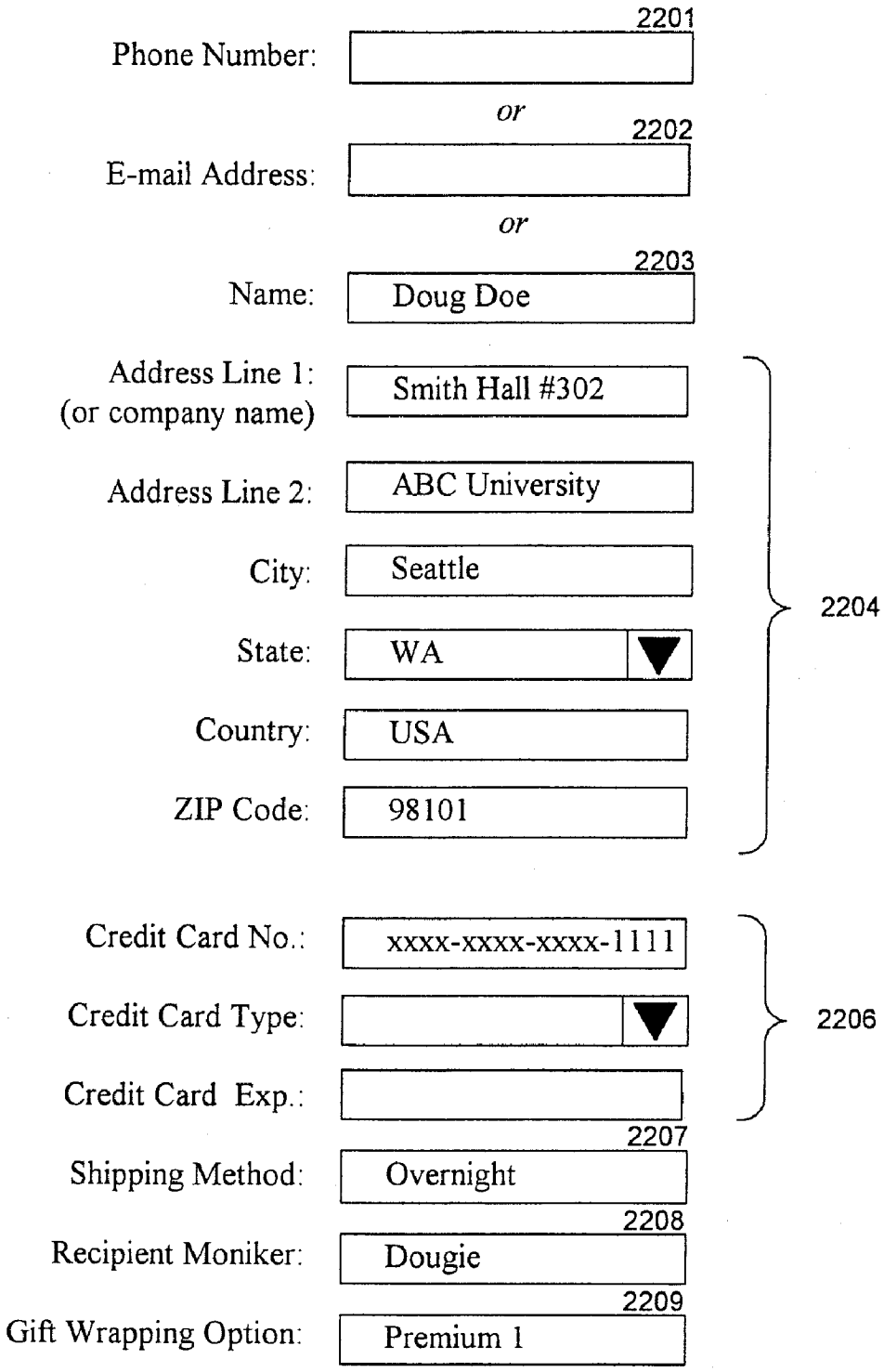

Identify Recipient Procurement Option
2201
Phone Number:
or
2202
E-mail Address:
or
2203
Name:
Doug Doe
Address Line 1:
(or company name)
Smith Hall #302
Address Line 2:
ABC University
City:
Seattle
State:
WA
Country:
USA
ZIP Code:
98101
2204
Credit Card No.:
xxxx-xxxx-xxxx-1111
Credit Card Type:
Credit Card Exp.:
2206
2207
Shipping Method:
Overnight
2208
Recipient Moniker:
Dougie
2209
Gift Wrapping Option:
Premium 1

Fig. 22

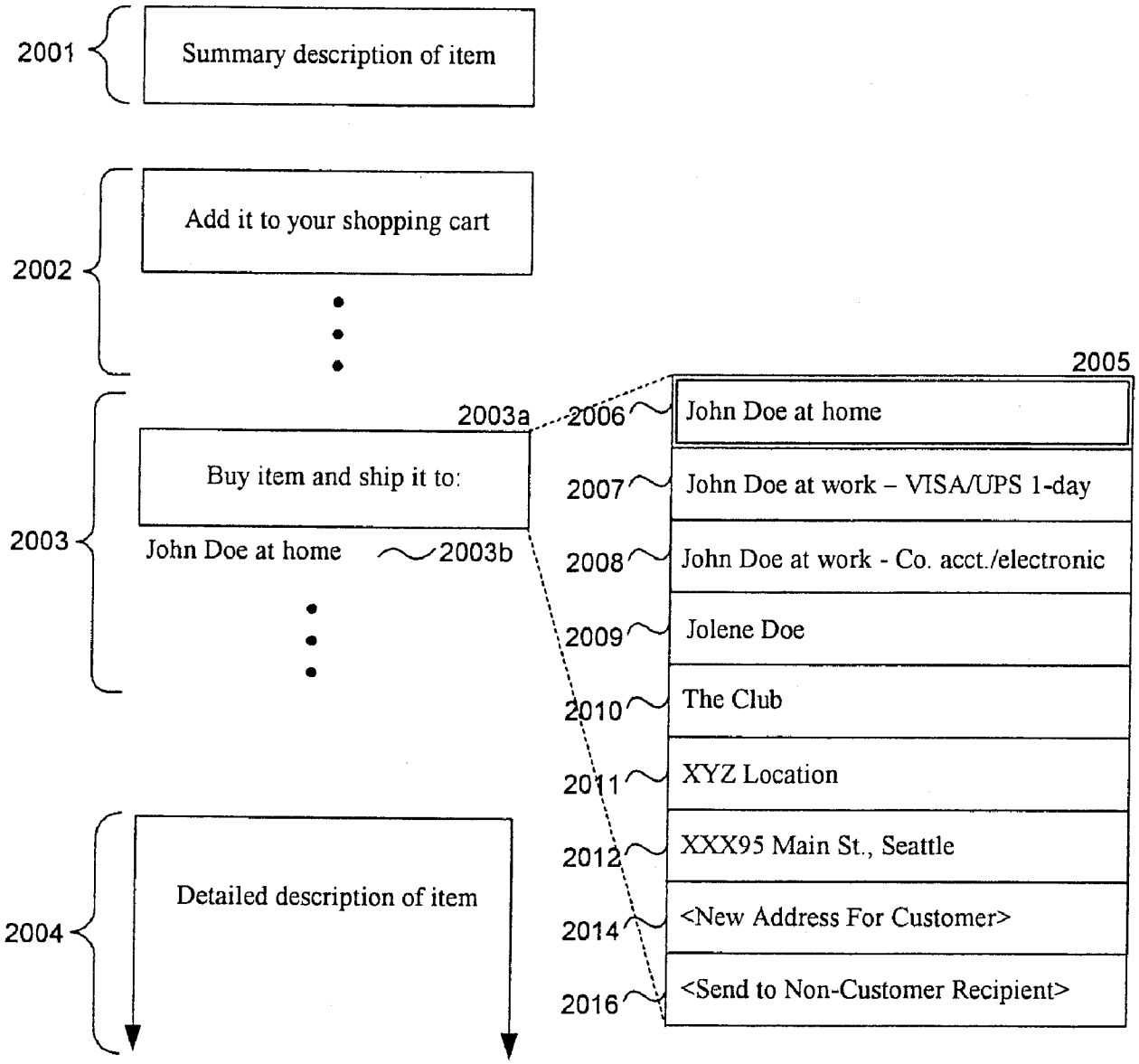

2001
Summary description of item
2002
Add it to your shopping cart
2003
2003a
Buy item and ship it to:
John Doe at home
2003b
2004
Detailed description of item
2005
2006
John Doe at home
2007
John Doe at work – VISA/UPS 1-day
2008
John Doe at work - Co. acct./electronic
2009
Jolene Doe
2010
The Club
2011
XYZ Location
2012
XXX95 Main St., Seattle
2014
<New Address For Customer>
2016
<Send to Non-Customer Recipient>

Fig. 23

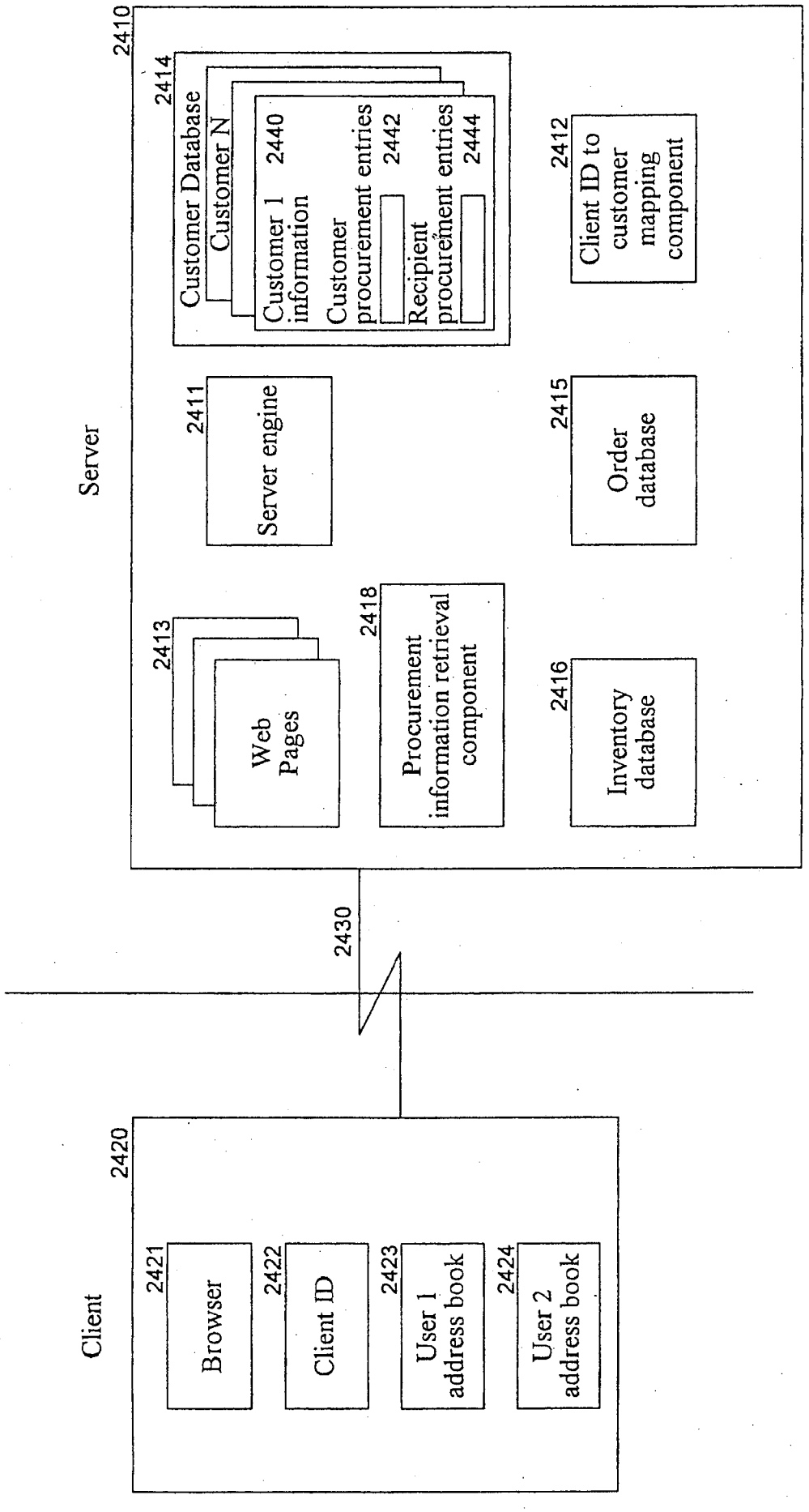

Client
2420
2421
Browser
2422
Client ID
2423
User 1 address book
2424
User 2 address book
2430
Server
2410
2414
Customer Database
Customer N
Customer 1 information
2440
Customer procurement entries
2442
Recipient procurement entries
2444
2412
Client ID to customer mapping component
2411
Server engine
2415
Order database
2413
Web Pages
2418
Procurement information retrieval component
2416
Inventory database

Fig. 24

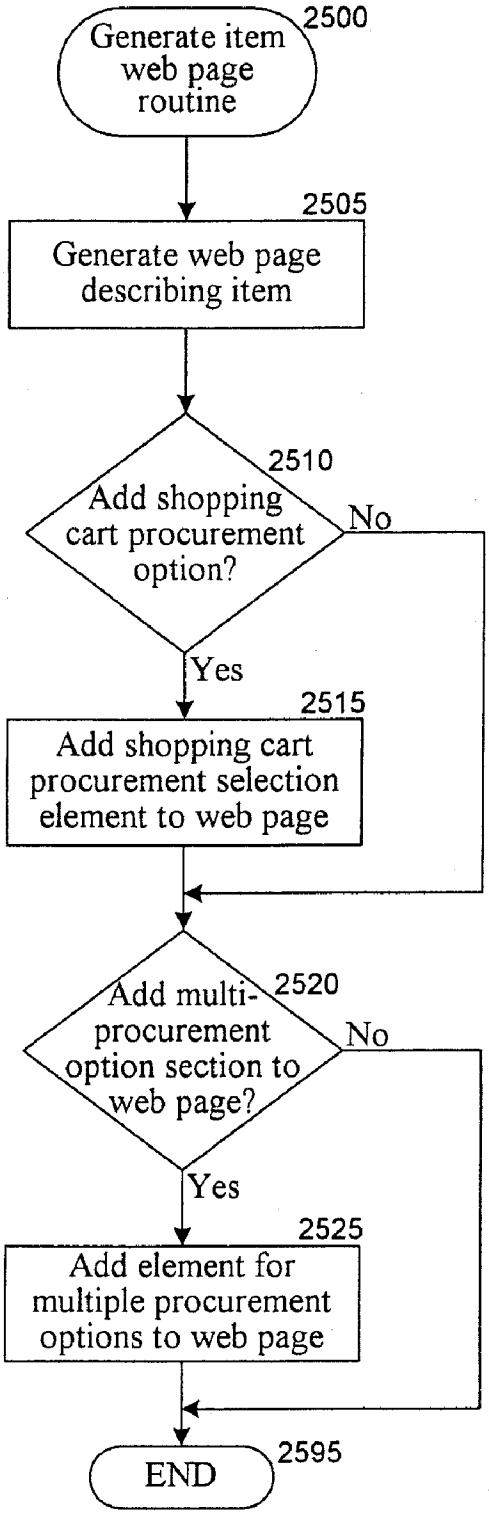
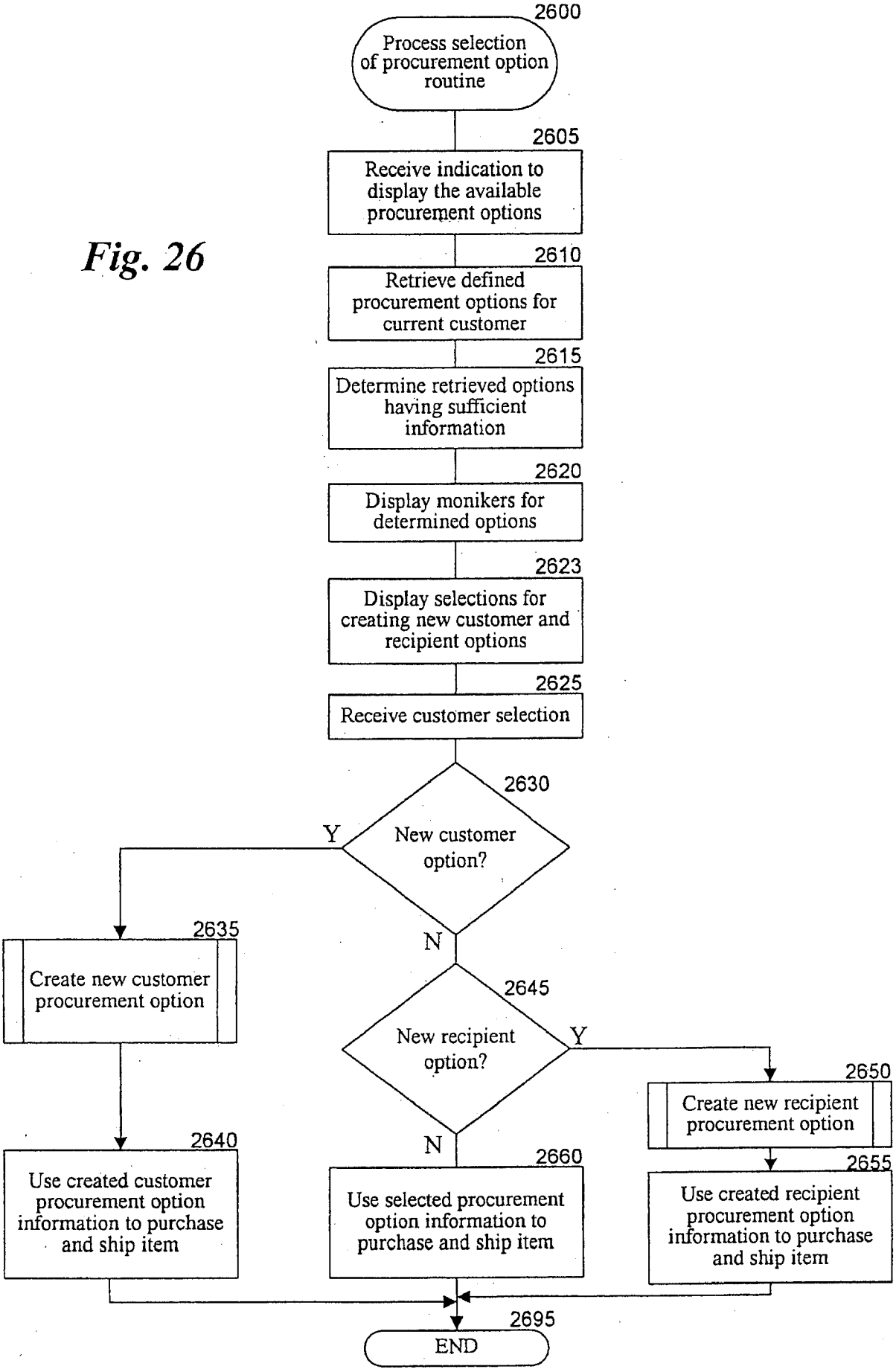

Generate item web page routine
2500
Generate web page describing item
2505
Add shopping cart procurement option?
2510
No
Yes
Add shopping cart procurement selection element to web page
2515
Add multi-procurement option section to web page?
2520
No
Yes
Add element for multiple procurement options to web page
2525
END
2595

Fig. 25

Fig. 26


2600
Process selection of procurement option routine
2605
Receive indication to display the available procurement options
2610
Retrieve defined procurement options for current customer
2615
Determine retrieved options having sufficient information
2620
Display monikers for determined options
2623
Display selections for creating new customer and recipient options
2625
Receive customer selection
2630
New customer option?
Y
N
2635
Create new customer procurement option
2640
Use created customer procurement option information to purchase and ship item
2645
New recipient option?
Y
N
2650
Create new recipient procurement option
2655
Use created recipient procurement option information to purchase and ship item
2660
Use selected procurement option information to purchase and ship item
2695
END

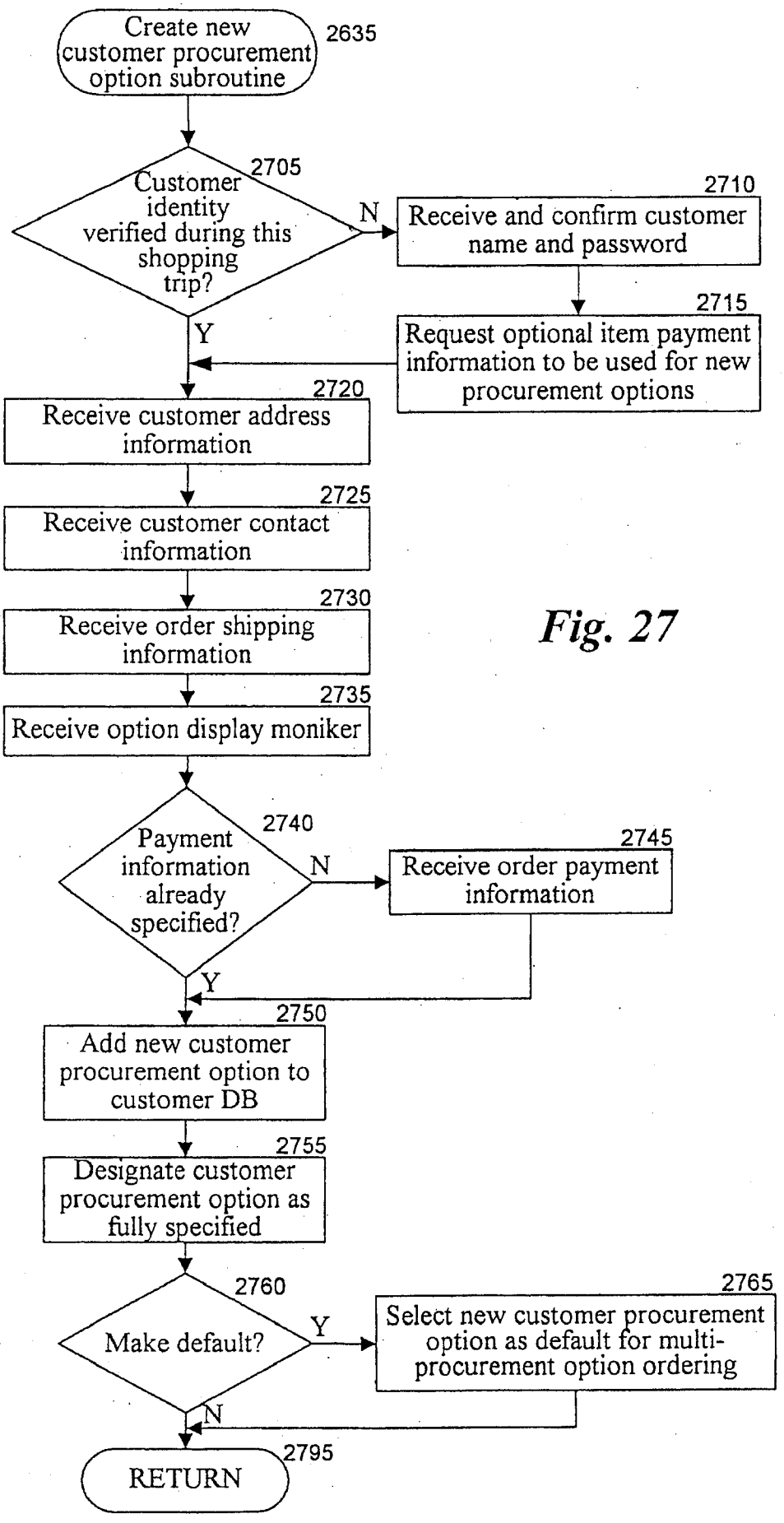

Create new customer procurement option subroutine
2635
2705
Customer identity verified during this shopping trip?
N
2710
Receive and confirm customer name and password
2715
Request optional item payment information to be used for new procurement options
Y
2720
Receive customer address information
2725
Receive customer contact information
2730
Receive order shipping information
2735
Receive option display moniker
2740
Payment information already specified?
N
2745
Receive order payment information
Y
2750
Add new customer procurement option to customer DB
2755
Designate customer procurement option as fully specified
2760
Make default?
Y
2765
Select new customer procurement option as default for multi-procurement option ordering
N
2795
RETURN

Fig. 27

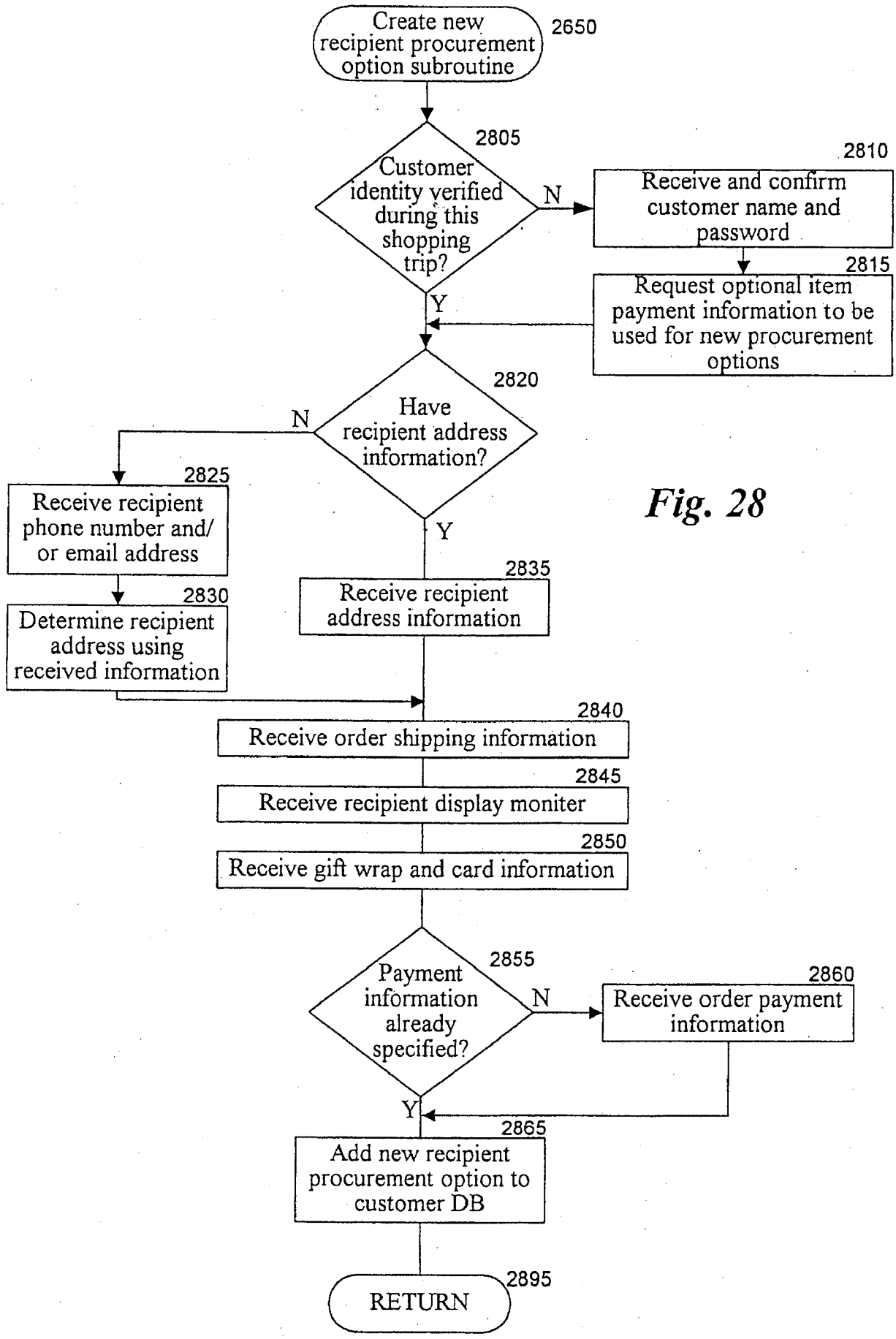

Create new recipient procurement option subroutine
2650
2805
Customer identity verified during this shopping trip?
N
2810
Receive and confirm customer name and password
2815
Request optional item payment information to be used for new procurement options
Y
2820
Have recipient address information?
N
2825
Receive recipient phone number and/ or email address
2830
Determine recipient address using received information
Y
2835
Receive recipient address information
2840
Receive order shipping information
2845
Receive recipient display moniter
2850
Receive gift wrap and card information
2855
Payment information already specified?
N
2860
Receive order payment information
Y
2865
Add new recipient procurement option to customer DB
2895
RETURN

Fig. 28

Summary of Multi-Procurement Option Orders

Press this button if you [Changed Quantities] of any item below. If you don't press it, your changes won't "stick." You can set the quantity to 0 (zero) to cancel an item.

2910

To Customer "John Doe at Home":

The orders below (available in 3 or fewer days) will be shipped together:

2916

Order# 172381

1	Item 1	$ 10.00
1	Item 2	$ 15.00
	Total	$ 25.00

The orders below (available in one week or more) will be shipped together.

2917

Order# 127583

2	Item 3	$ 10.00
	Total	$ 20.00

2918

Shipment Method:	Standard Domestic Shipping
Payment Method:	****-****-***1-2345

To Customer "The Club":

The orders below (available in 3 or fewer days) will be shipped together:

Order# 837278

1	Item 4	$ 5.00
	S&H	$ 2.00
	Total	$ 7.00

Shipment Method:	Standard Domestic Shipping
Payment Method:	****-****-***1-1111

[NEXT PAGE] [Continue Shopping]

Fig. 29A

To Recipient "Dougie":

The orders below (available in 3 or fewer days) will be shipped together:

Order# 658377

1	Item 5	$ 7.00
	Premium 1 wrapping	$ 3.00
	Total	$ 10.00

Shipment Method: Overnight

Payment Method: ****-****-***1-1111

Time when order processing will be finalized: 03:00 P.M., 11/12/xx

PREVIOUS PAGE | Continue Shopping

Fig. 29B

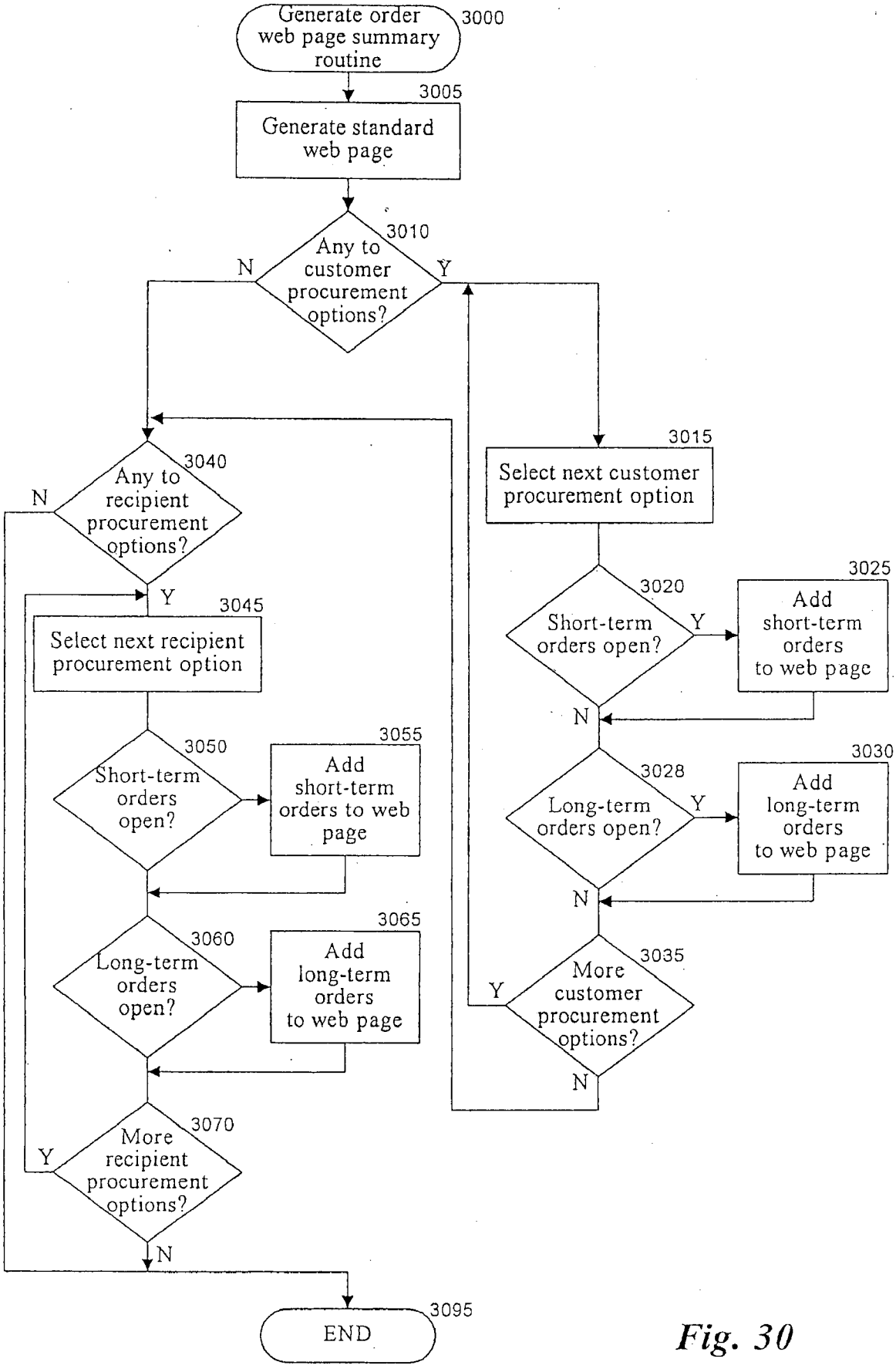

Generate order web page summary routine
3000
3005
Generate standard web page
3010
Any to customer procurement options?
N
Y
3015
Select next customer procurement option
3020
Short-term orders open?
Y
3025
Add short-term orders to web page
N
3028
Long-term orders open?
Y
3030
Add long-term orders to web page
N
3035
More customer procurement options?
Y
N
3040
Any to recipient procurement options?
N
Y
3045
Select next recipient procurement option
3050
Short-term orders open?
3055
Add short-term orders to web page
3060
Long-term orders open?
3065
Add long-term orders to web page
3070
More recipient procurement options?
Y
N
3095
END

Fig. 30

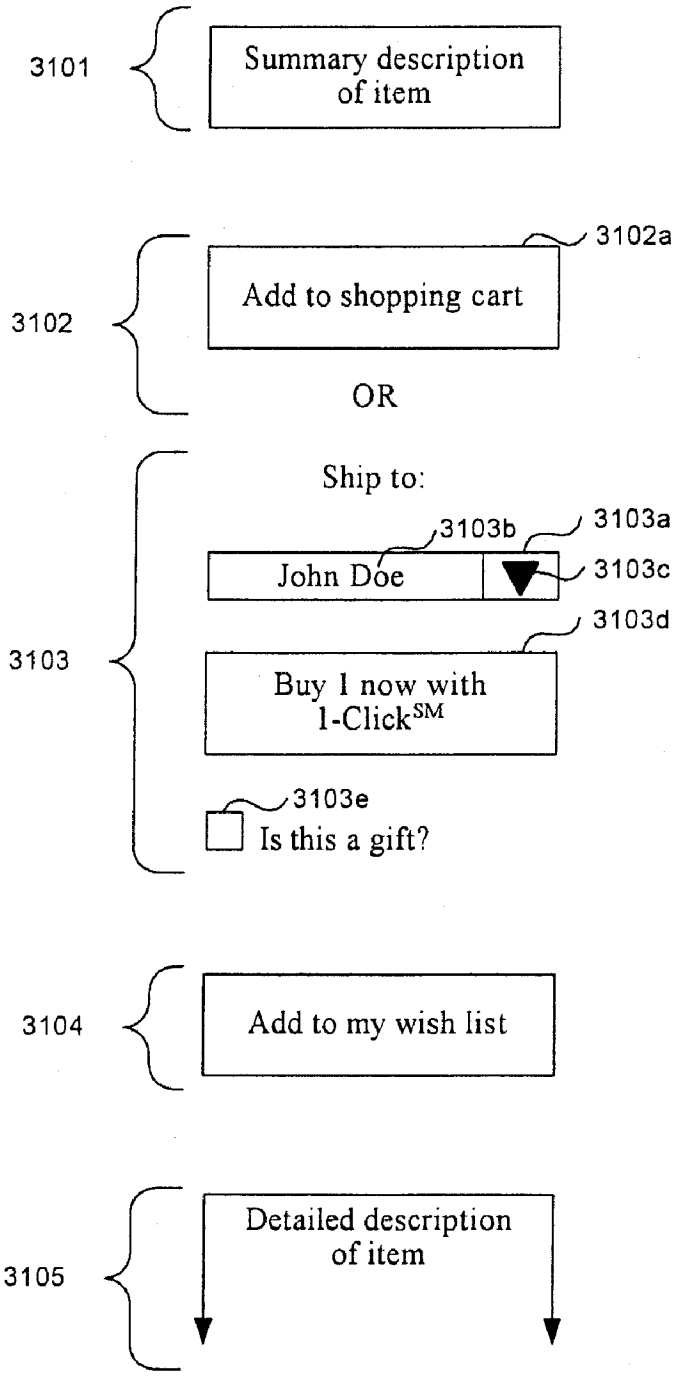
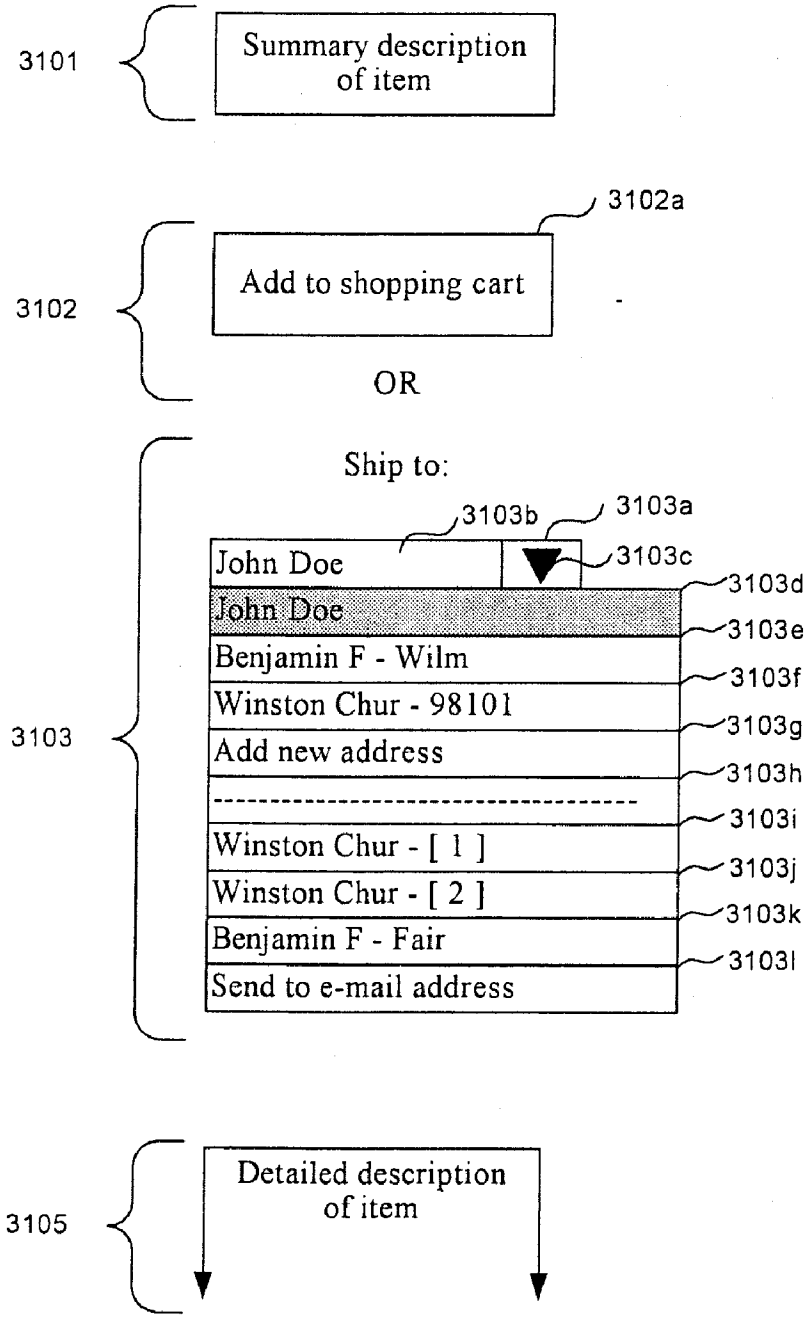

3101
Summary description of item
3102
3102a
Add to shopping cart
OR
3103
Ship to:
3103b
3103a
John Doe
3103c
3103d
Buy 1 now with 1-Click℠
3103e
Is this a gift?
3104
Add to my wish list
3105
Detailed description of item

Fig. 31A


3101
Summary description of item
3102
3102a
Add to shopping cart
OR
3103
Ship to:
3103b
3103a
John Doe
3103c
John Doe
Benjamin F - Wilm
Winston Chur - 98101
Add new address

Winston Chur - [1]
Winston Chur - [2]
Benjamin F - Fair
Send to e-mail address
3103d
3103e
3103f
3103g
3103h
3103i
3103j
3103k
3103l
3105
Detailed description of item

Fig. 31B

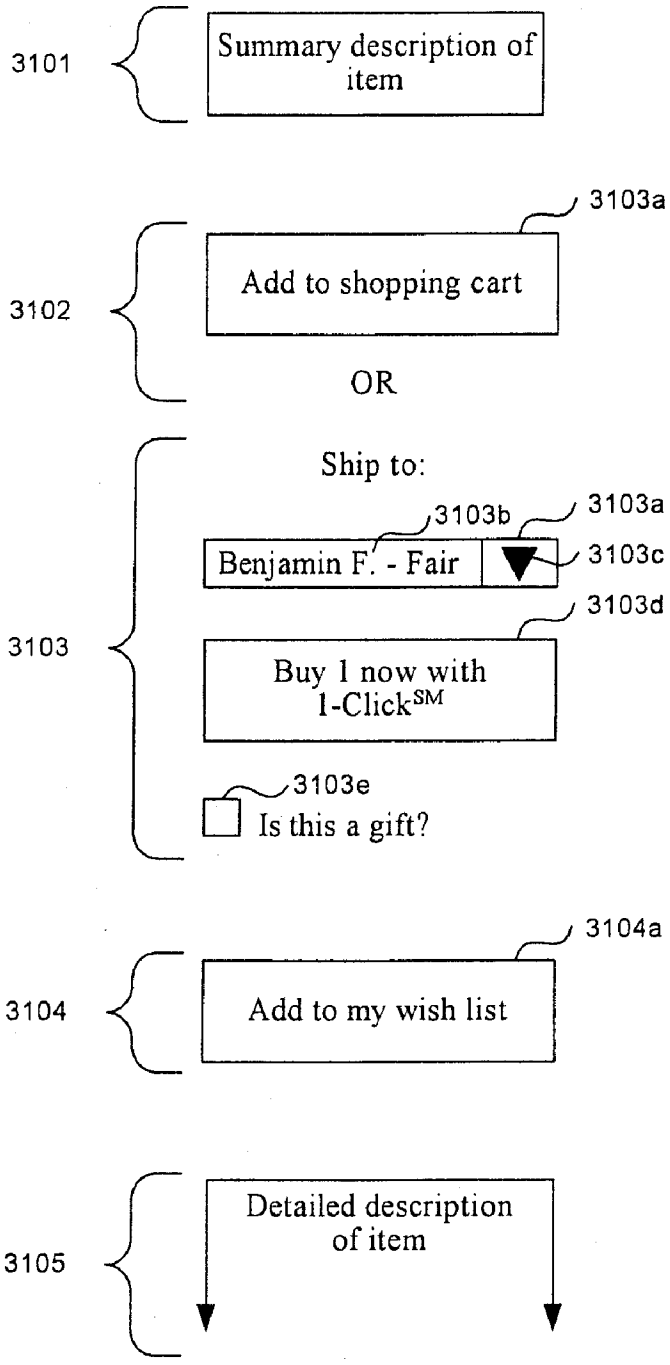

3101
Summary description of item
3102
3103a
Add to shopping cart
OR
3103
Ship to:
3103b
3103a
Benjamin F. - Fair
3103c
3103d
Buy 1 now with 1-Click℠
3103e
Is this a gift?
3104
3104a
Add to my wish list
3105
Detailed description of item

Fig. 31C

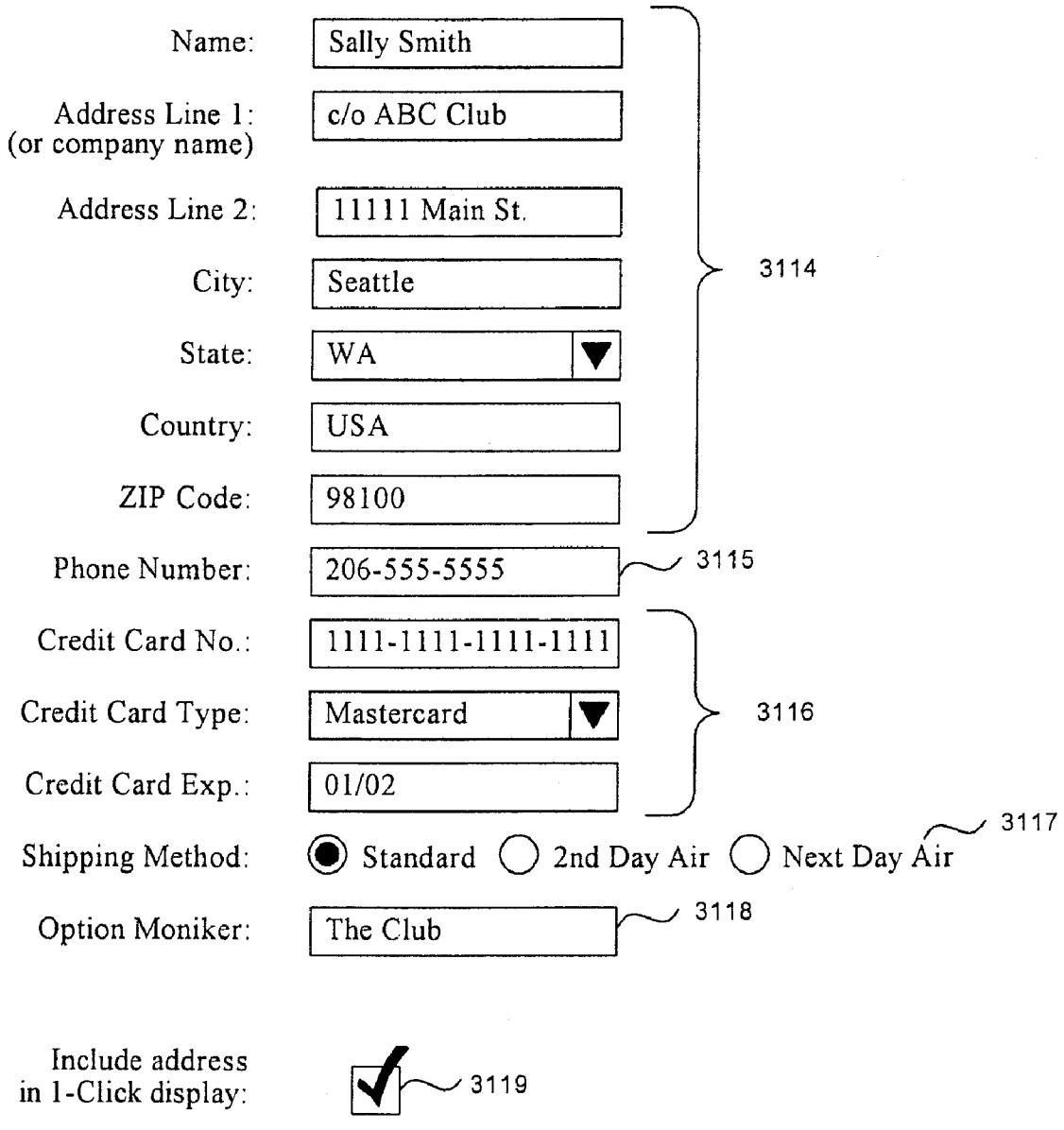

Add New Address
Name:
Sally Smith
Address Line 1:
(or company name)
c/o ABC Club
Address Line 2:
11111 Main St.
City:
Seattle
State:
WA
Country:
USA
ZIP Code:
98100
3114
Phone Number:
206-555-5555
3115
Credit Card No.:
1111-1111-1111-1111
Credit Card Type:
Mastercard
Credit Card Exp.:
01/02
3116
Shipping Method:
Standard
2nd Day Air
Next Day Air
3117
Option Moniker:
The Club
3118
Include address
in 1-Click display:
3119

Fig. 31D

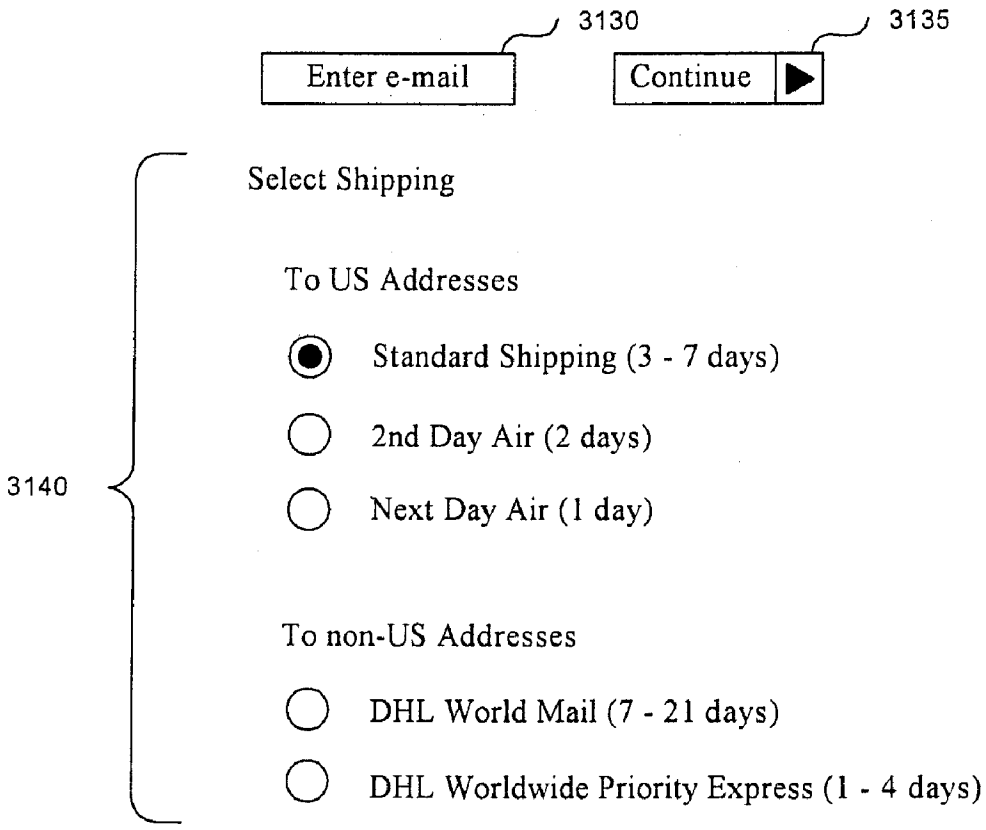

Send To E-Mail Address
3130
3135
Enter e-mail
Continue
Select Shipping
To US Addresses
Standard Shipping (3 - 7 days)
2nd Day Air (2 days)
Next Day Air (1 day)
3140
To non-US Addresses
DHL World Mail (7 - 21 days)
DHL Worldwide Priority Express (1 - 4 days)

Fig. 31E

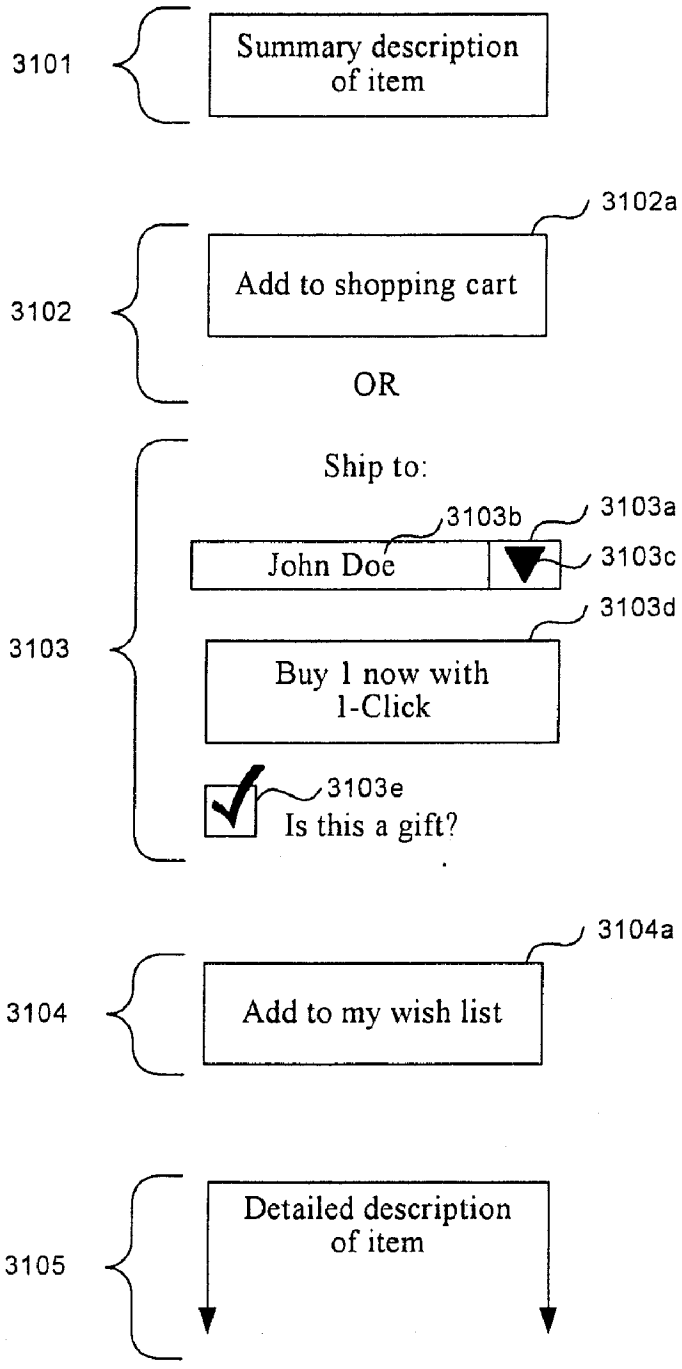

3101
Summary description of item
3102
3102a
Add to shopping cart
OR
3103
Ship to:
3103b
3103a
John Doe
3103c
3103d
Buy 1 now with 1-Click
3103e
Is this a gift?
3104
3104a
Add to my wish list
3105
Detailed description of item

Fig. 31F

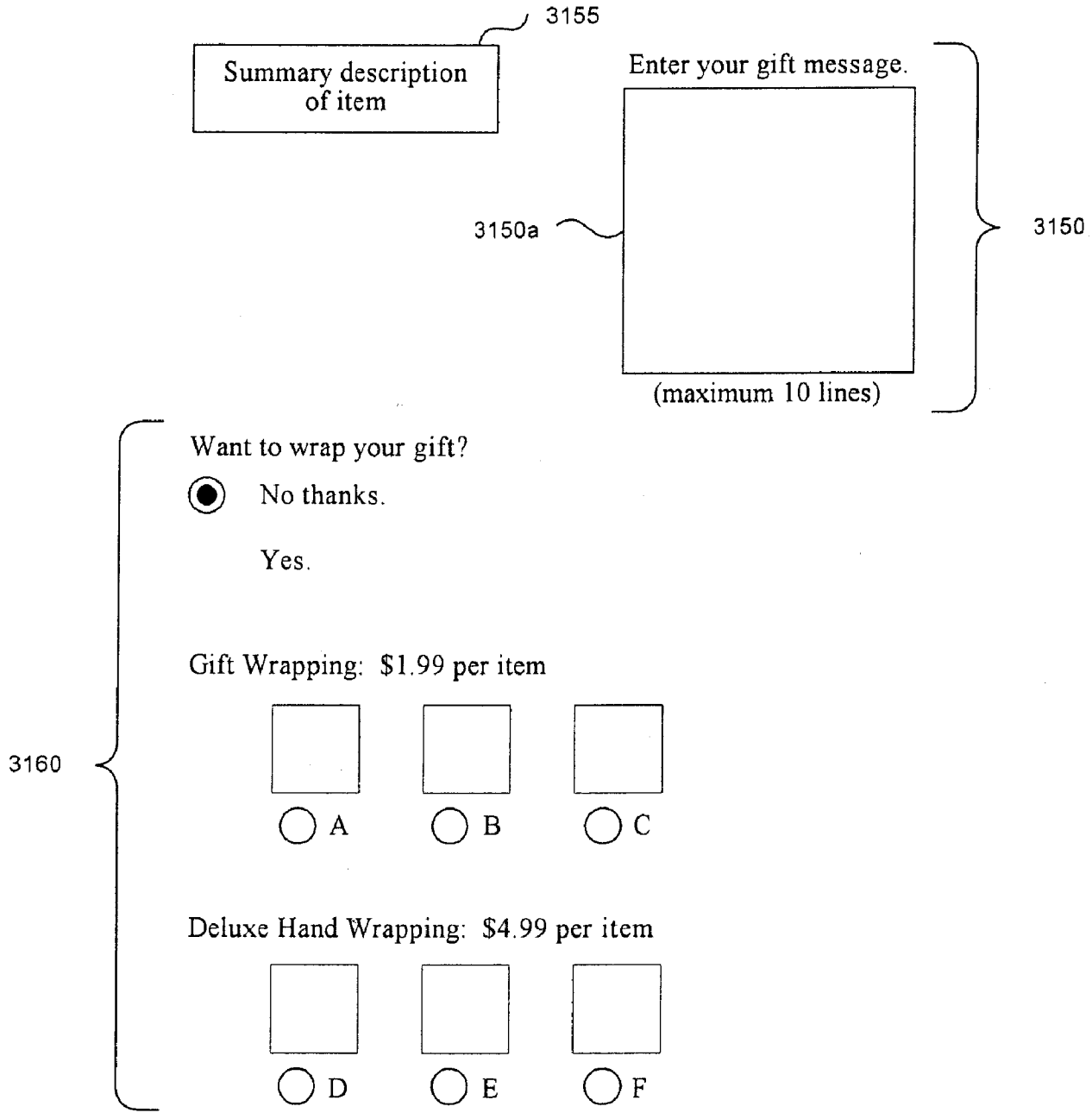

Gift Message And Wrapping
3155
Summary description of item
Enter your gift message.
3150a
3150
(maximum 10 lines)
Want to wrap your gift?
No thanks.
Yes.
Gift Wrapping: $1.99 per item
A
B
C
3160
Deluxe Hand Wrapping: $4.99 per item
D
E
F

Fig. 31G

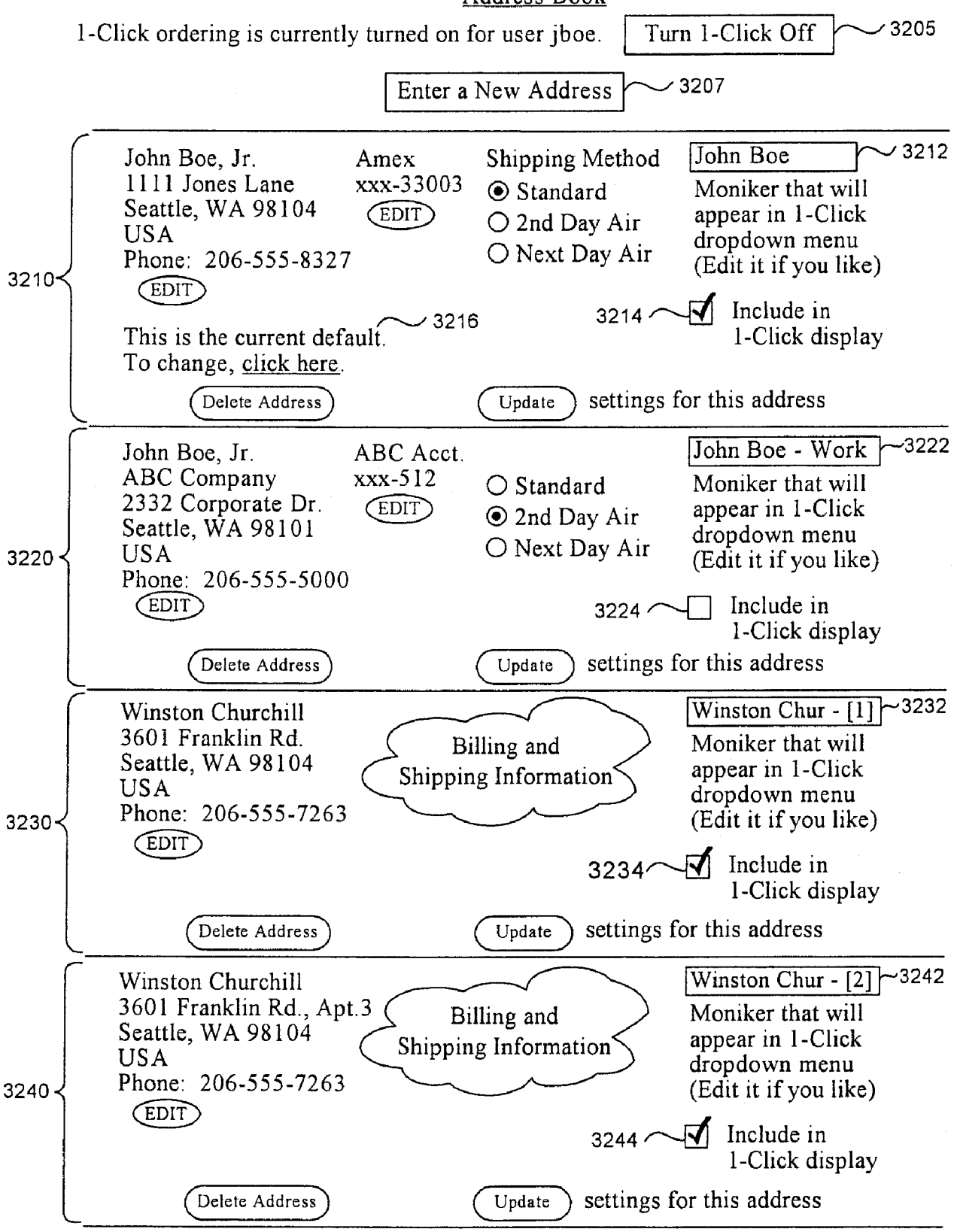

Address Book
1-Click ordering is currently turned on for user jboe.
Turn 1-Click Off
3205
Enter a New Address
3207
3210
John Boe, Jr.
1111 Jones Lane
Seattle, WA 98104
USA
Phone: 206-555-8327
EDIT
Amex
xxx-33003
EDIT
Shipping Method
Standard
2nd Day Air
Next Day Air
John Boe
3212
Moniker that will appear in 1-Click dropdown menu (Edit it if you like)
This is the current default.
3216
To change, click here.
3214
Include in 1-Click display
Delete Address
Update
settings for this address
3220
John Boe, Jr.
ABC Company
2332 Corporate Dr.
Seattle, WA 98101
USA
Phone: 206-555-5000
EDIT
ABC Acct.
xxx-512
EDIT
Standard
2nd Day Air
Next Day Air
John Boe - Work
3222
Moniker that will appear in 1-Click dropdown menu (Edit it if you like)
3224
Include in 1-Click display
Delete Address
Update
settings for this address
3230
Winston Churchill
3601 Franklin Rd.
Seattle, WA 98104
USA
Phone: 206-555-7263
EDIT
Billing and Shipping Information
Winston Chur - [1]
3232
Moniker that will appear in 1-Click dropdown menu (Edit it if you like)
3234
Include in 1-Click display
Delete Address
Update
settings for this address
3240
Winston Churchill
3601 Franklin Rd., Apt.3
Seattle, WA 98104
USA
Phone: 206-555-7263
EDIT
Billing and Shipping Information
Winston Chur - [2]
3242
Moniker that will appear in 1-Click dropdown menu (Edit it if you like)
3244
Include in 1-Click display
Delete Address
Update
settings for this address

Fig. 32A

Address Book (continued)

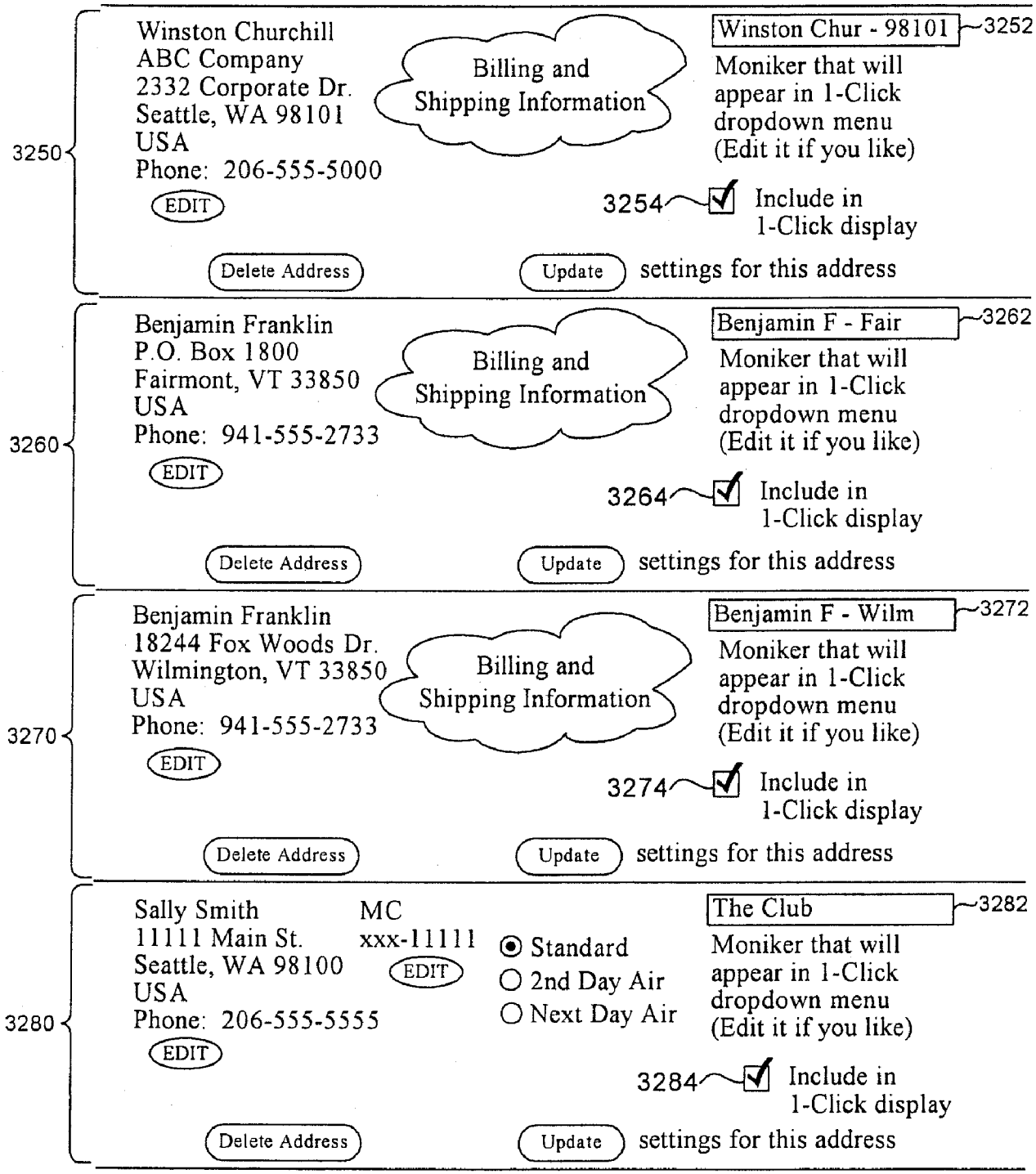


Fig. 32B

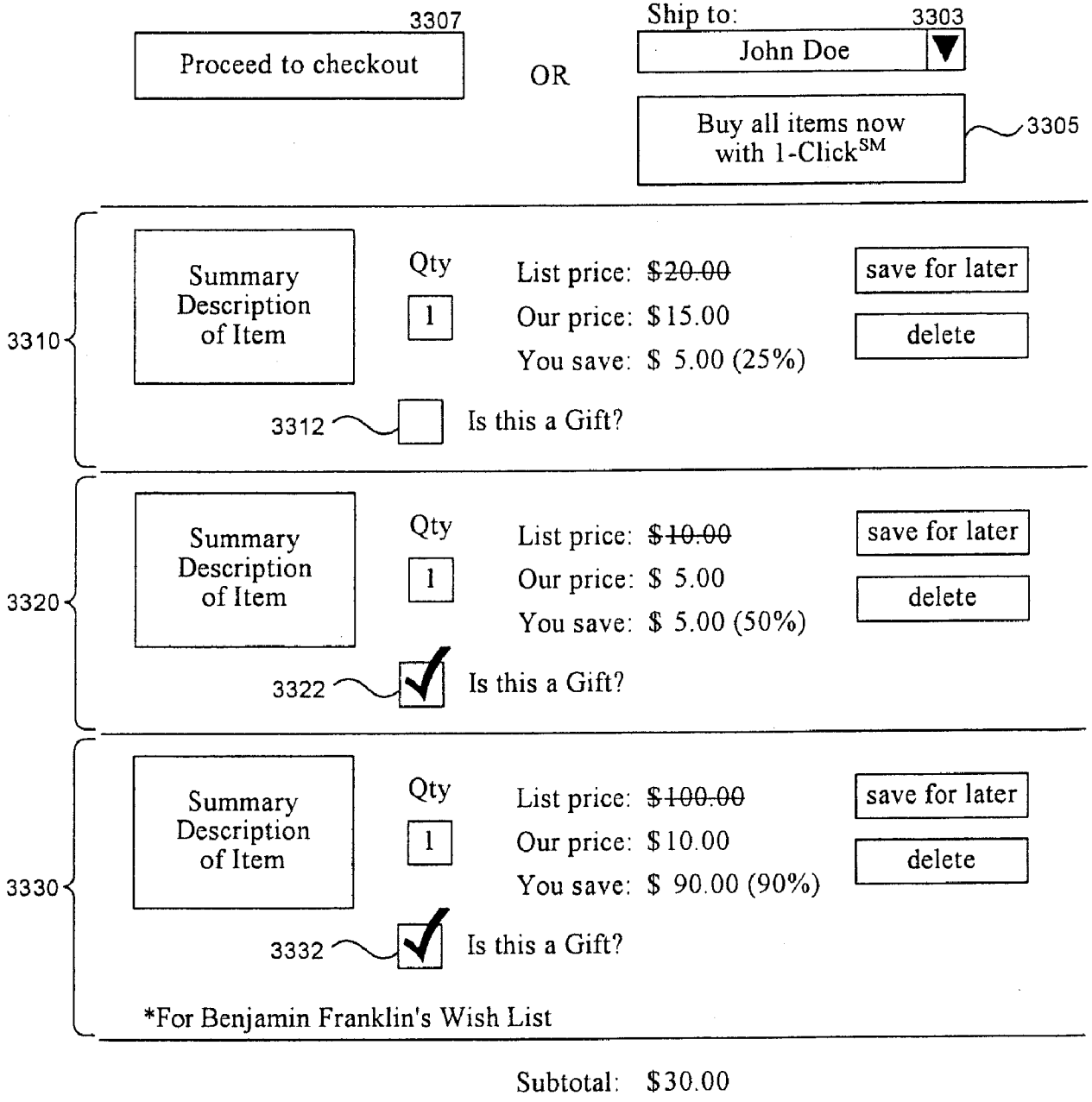

Shopping Cart
3307
Proceed to checkout
OR
Ship to:
3303
John Doe
Buy all items now with 1-Click℠
3305
3310
Summary Description of Item
Qty
1
List price: $20.00
Our price: $15.00
You save: $ 5.00 (25%)
save for later
delete
3312
Is this a Gift?
3320
Summary Description of Item
Qty
1
List price: $10.00
Our price: $ 5.00
You save: $ 5.00 (50%)
save for later
delete
3322
Is this a Gift?
3330
Summary Description of Item
Qty
1
List price: $100.00
Our price: $10.00
You save: $ 90.00 (90%)
save for later
delete
3332
Is this a Gift?
*For Benjamin Franklin's Wish List
Subtotal: $30.00

Fig. 33

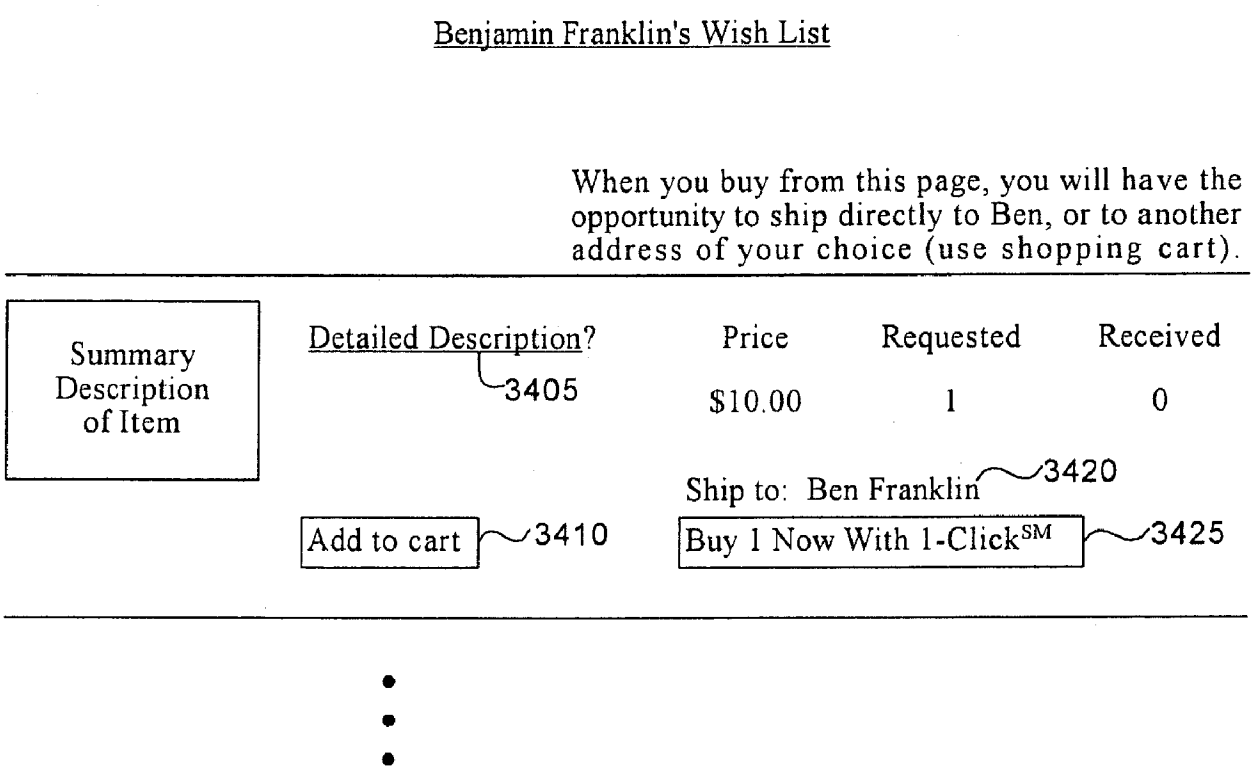

Benjamin Franklin's Wish List
When you buy from this page, you will have the opportunity to ship directly to Ben, or to another address of your choice (use shopping cart).
Summary Description of Item
Detailed Description?
3405
Price
Requested
Received
$10.00
1
0
Ship to: Ben Franklin
3420
Add to cart
3410
Buy 1 Now With 1-Click℠
3425

Fig. 34

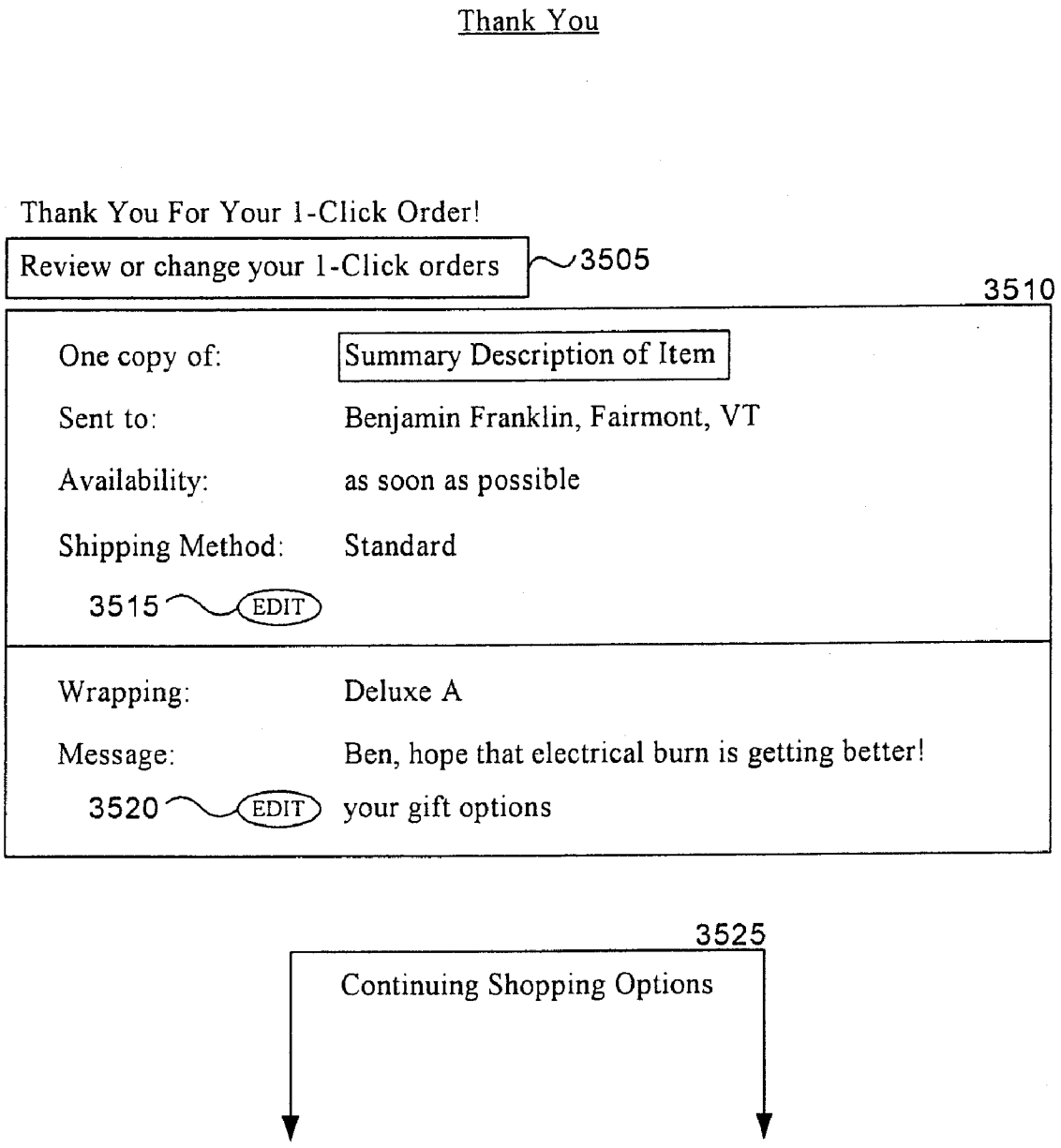

Thank You
Thank You For Your 1-Click Order!
Review or change your 1-Click orders
3505
3510
One copy of:
Summary Description of Item
Sent to:
Benjamin Franklin, Fairmont, VT
Availability:
as soon as possible
Shipping Method:
Standard
3515
EDIT
Wrapping:
Deluxe A
Message:
Ben, hope that electrical burn is getting better!
3520
EDIT
your gift options
3525
Continuing Shopping Options

Fig. 35